



HOMEOWNER'S GUIDE

TO CARING FOR YOUR NEW HOME.

Table of Contents

INTRODUCTION.....	1	GRANITE COUNTERTOPS.....	20
EXTERIOR OF THE HOME.....	2	FLOOR COVERINGS.....	21
Final Grade/Surface Drainage.....	2	Wood & Vinyl.....	21
Soil Settlement.....	2	Carpets.....	21
Downspout Runoff.....	2	Ceramic Tile.....	22
Foundation Drainage.....	2	General Cleaning of Ceramic Tile.....	22
BASEMENT SUMP PUMP.....	2	ON-SITE SEWAGE DISPOSAL SYSTEM.....	23
MAJOR STRUCTURE.....	3	WATER SUPPLY.....	24
Foundation Coating.....	3	Drilled Well.....	24
CONCRETE.....	3	Troubleshooting.....	24
VINYL SIDING.....	4	Public Supply.....	24
WOOD SIDING / CONCRETE SIDING.....	5	PLUMBING SYSTEM.....	25
BRICK / MASONRY BLOCK.....	5	Fiberglass Tub & Shower.....	25
Efflorescence.....	5	Toilets.....	25
ROOFING.....	5	Traps And Drains.....	25
CHIMNEY.....	6	Faucets.....	26
Safety Suggestion.....	6	Stainless Steel Sink.....	26
Twice-A-Year Cleaning Checklist.....	6	Outside Faucets.....	26
FIREPLACE.....	7	Water Shut Off.....	26
General Safety Precautions.....	7	Water Heater.....	26
Starting A Fire.....	7	Waterline Condensation.....	26
Maintenance.....	8	ELECTRICAL SYSTEM.....	27
Troubleshooting.....	8	Service Entrance and Meter.....	27
Wood.....	8	Main Breaker Panel.....	27
Vented Gas Fireplace.....	9	Arc-Fault Circuit-Interrupter.....	27
Safety Instructions.....	9	GFCI - Ground Fault Circuit Interrupter.....	28
Burner Flame Adjustment.....	10	Switch Controlled Receptacle.....	28
MOISTURE AND VENTILATION.....	10	Light Bulbs.....	28
Important Facts.....	10	Smoke Detector.....	28
Steps To Controlling Indoor Humidity.....	10	Telephone and TV Wiring.....	28
Mold.....	11	HEAT SYSTEMS.....	29
WINDOWS AND PATIO DOORS.....	12	Fossil Fuel Furnace.....	29
EXTERIOR STEEL DOORS.....	12	Maintenance.....	29
Weatherstrips.....	12	Electric Baseboard Heat.....	29
Painting.....	12	System Components.....	29
Sticking Doors.....	13	Thermostat.....	30
Repair Of Dents Or Scratches.....	13	Drapes and Window Treatments.....	30
INTERIOR DOORS.....	13	Cleaning.....	30
INTERIOR TRIM.....	13	LP/Natural Gas Fired System.....	30
DRYWALL & PAINT.....	14	What To Do If You Smell Gas.....	31
Lumber Shrinkage.....	14	Heat Pump.....	31
INTERIOR PAINT.....	14	How A Heat Pump Works.....	31
STAINING FROM SCENTED CANDLES.....	15	Defrost Cycle.....	32
CABINETRY.....	15	Maintenance Of Your Heat Pump.....	33
Care and Maintenance Tips.....	15	Operating/Energy Efficiency Tips.....	33
Environmental Conditions.....	16	Troubleshooting.....	34
Care of Exterior Cabinet Woods.....	16	LIGHTING FIXTURES.....	34
Care of Exterior Cabinet Laminates.....	17	APPLIANCES.....	35
Care of Cabinet Interiors.....	17	Garbage/Waste Disposal.....	35
LAMINATE COUNTERTOPS.....	17	Electric Range (Free Standing).....	35
Surface Protection.....	17	Dishwasher.....	35
General Cleaning.....	18	Range Hood & Fan.....	35
Stains.....	18	OVERHEAD GARAGE DOOR.....	36
SOLID-SURFACE COUNTERTOPS.....	19	LANDSCAPING.....	38
Routine Care.....	19	Grading.....	38
Countertops.....	19	Lawn Care.....	38
Solid Surface Sinks.....	19	ASPHALT PAVING.....	39
Preventing Heat Damage.....	20	SEASONAL TASK LISTS.....	40
Preventing Other Damage.....	20		

INTRODUCTION

S&A Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our superintendent(s), with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

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

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create long-lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems.

Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. The natural and manufactured materials, the components, interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. Because we offer homebuyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Seasonal Task Checklist

Please use the seasonal task list as a guide to preventative maintenance that will protect the value of your homes as well as help avoid costly repairs. We make no claim that we have included every detail. We do however believe we have provided you with a good start.

Prompt Attention

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

Manufacturer Literature

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

We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to know about such coverage.

10 Year Limited Warranty

As a quality new home builder, we are proud to offer our buyers the best warranty available today on their new home. We provide you with an express 10-year limited warranty. Please review the warranty documentation for questions you may have regarding the coverage. If the owner decides to sell the home, that transfer in title will not affect the remaining term of our limited warranty. The combination of our customer service expertise and a clear and comprehensive warranty allows us to provide you with a level of security unmatched in the industry.

EXTERIOR OF THE HOME

Final Grade/Surface Drainage

Drainage swales that may have been placed during the final grading must be maintained to permit positive flow of surface water away from the foundation to the designated runoff area. If the flow of storm water erodes the soil in the drainage swale(s), you will need to replace the topsoil and reseed (refer to LANDSCAPING section).

Soil Settlement

Soil settlement around the foundation is common to new home construction and can be expected for a year or more. When this occurs, you will need to place topsoil to the required height sloping away from the foundation. When adding soil, maintain a 6-inch minimum distance between the soil and the top of the foundation, wood or siding. **DO NOT** use bark mulches or granular fill instead of topsoil, as this would allow surface water to drain against the foundation.

Downspout Runoff

If the downspouts discharge onto the grade surface, there is an extended section of downspout placed at the bottom so that rainwater flows away from the foundation. These sections can be removed during lawn maintenance, but **must** be replaced and remain clean and open at all times. If you place splash blocks at the downspouts, they must extend 5 feet minimum from the foundation to assure that rainwater **will not** drain back toward the foundation.

Foundation Drainage

Your home has a drainage system around the exterior of the main house footing that consists of perforated pipe and limestone covered with a filter membrane. This drain discharges into either a sump pump pit in the basement, or to daylight somewhere on your lot.

If the footing drain discharges by gravity to daylight, be aware of the outlet pipe location on the lot and keep it clean at all times.

BASEMENT SUMP PUMP

If your home is equipped with a sump pump in the basement or crawl space, assure that the pump electric cord remains connected to a power supply and keep the pit clear of sediment and debris. Conduct a test-cycle for the operation of the pump monthly (or more frequent as needed) by placing enough water in the pit to actuate the pump automatically. The foundation footing drain will be piped/drained into the sump pump pit. **DO NOT** place or drain other liquids or wastewater into the sump pit. The sump pump discharge pipe outside the foundation shall be kept clear of debris.

MAJOR STRUCTURE

Your home was constructed using a variety of materials. Normal tolerances of materials and methods are defined in the details of the 10-Year Limited Warranty. All of the issues in the “EXTERIOR OF THE HOME” section of this HOMEOWNER’S GUIDE must be followed to prevent future foundation problems. Future structural additions or changes to the home must be designed and performed by professionals assuring that your project will meet local code requirements and maintain the structural integrity of your home.

Foundation Coating

The foundation and wood frame require no planned maintenance, but certain precautions must be followed to assure a stable unlimited life span of the structure. All of the issues in the “EXTERIOR OF THE HOME” section of this HOMEOWNER’S GUIDE must be followed to prevent future foundation problems.

If you decide to apply paint or foundation coatings to either the outside or inside of the foundation, purchase the best masonry compatible product available.

Ask S&A Homes for product information regarding the coatings applied during construction.

CONCRETE

Important Facts:

Be careful and consider what you put on your concrete. Certain de-icing chemicals, solvents, oils or other compounds may cause permanent staining, scaling or other damage to the concrete surface. Even though you may not use de-icing chemicals, it will be tracked in from the street on feet or tires. Application of a high quality concrete sealer on areas subject to the above products will help retard the deterioration of concrete surfaces.

Concrete is at its greatest mass when it is placed. There is therefore, no need for “expansion joints.” However, shrinkage is inevitable as water eventually evaporates from freshly placed concrete and consequently, large areas can develop jagged, irregularly spaced shrinkage cracks. In anticipation of this shrinkage, your concrete slab *may* have installed “control joints” to limit areas and to help control cracking, thus making more attractive concrete work. If desired, you may clean and caulk these control joints with the use of a good masonry or urethane caulk approved for this purpose.

NOTE: Cracks may occur anywhere in the slab at any time, and beyond anyone’s control

Application of de-icing salts to concrete porches and walks may cause scaling (breaking away of the hardened surface) to the surface area.

Sealing, painting, or staining should be applied only after the concrete is thoroughly dry (six months or more) to permit proper adhesion.

VINYL SIDING

Care and Maintenance

Like any other exterior siding surface, Vinyl Siding will have dirt exposure from atmospheric conditions. Ordinarily, the cleaning action of rainfall will be adequate to wash the vinyl siding, or the siding can be washed periodically with a garden hose and clear water (in particular) for the areas not accessible to rain. If you desire to do a more thorough cleaning, or where soil collection conditions occur, follow these simple instructions as recommended by **The Society of the Plastics Industry, Inc:**

1. Use a soft bristled, long handled washing brush. It attaches to your garden hose and makes washing your siding easier. Do not rub vigorously – it may create glossy areas over the siding finish.
2. For hard-to-remove dirt, such as soot and grime found in industrial areas, wipe the siding down with a solution consisting of the following ingredients:
 - 1/3 cup powdered detergent (Tide, Fab or the equivalent powder detergent),
 - 2/3 cup household cleaner (Soilax, Spic & Span or equivalent),
 - 1-gallon water.
3. If mildew is a problem in your area, prepare the solution above but substitute 3 quarts of water and 1 quart of liquid laundry bleach for the gallon of water. *NOTE: Be careful not to get bleach solution on landscaping, as it can be harmful to some types of plants.*
4. If you wash down the entire house, start at the bottom and work up to the top, as less streaking will result. Immediately following all washing operations, thoroughly rinse the surface area with fresh water from a garden hose.

CAUTION: GREATER BLEACH CONCENTRATIONS MAY CAUSE DAMAGE TO THE VINYL SIDING FINISH. DO NOT USE CLEANSERS CONTAINING ABRASIVE PARTICLES, SOLVENT OR AMMONIATED-TYPE CLEANERS, OR PAINT REMOVER FOR CLEANING THE SIDING. WHEN USING ANY OF THE ABOVE CHEMICAL CLEANING AGENTS, OBSERVE THE CHEMICAL MANUFACTURER'S RECOMMENDED SAFETY PRECAUTIONS. PROTECT AGAINST CONTACT OF THE SOLUTION WITH THE EYES OR SKIN.

This cleaning and maintenance information is suggested in an effort to be of assistance; however, the siding manufacturer and S & A Homes can assume no responsibility for results obtained which are dependent on the solution chemicals as prepared and method of application.

The Vinyl Siding on your home has a LIFETIME LIMITED WARRANTY. This Warranty was furnished with other Homeowner Documents at settlement. Complete all necessary information and return it to your siding manufacturer to validate the Warranty.

WOOD SIDING / CONCRETE SIDING

If your home has wood or concrete siding that is painted, stained or natural, it will require maintenance at some point in time to prolong the appearance and life of the siding. Keep records of the original products applied at the beginning, as these will be helpful when selecting additional types of finishes in the future.

Check sealant at joints and cuts around windows and doors. Caulking will separate and deteriorate over the life of your new home. Add caulking if needed to prevent moisture from penetrating the wood or concrete fibers.

Please refer to the manufacturers information that is given to you at settlement of your new home for specific warranties based on the product of your selection.

BRICK / MASONRY BLOCK

If your home has brick, future maintenance should only consist of occasional washing, at your discretion. Use a medium bristle brush with a garden hose and nozzle set at its highest pressure to remove dust or mud that has splashed on the brick. If more stringent cleaning is needed, contact S&A or the brick manufacturer's customer service department for a recommended cleaning solution.

The colored mortar in your home could fade or age differently based on the amount of direct sunlight it receives over extended periods of time or as a result of local environmental conditions. This is especially prevalent if you have chosen a colored mortar.

Efflorescence

This is a white powdery substance appearing on a masonry wall surface. It is composed of one or more water-soluble salts, originally present in the raw masonry materials, that have been carried to the surface by movement of water, which entered the wall. It is left on the face of the masonry when the water evaporates.

If efflorescence should appear on your masonry wall, it usually can be removed by **dry brushing**. If not, contact the manufacturer of your brick before using other chemicals. If permitted by the brick/block manufacturer, a solution of one part muriatic acid to nine parts clean water may be used. Follow label directions and protect other areas from over splash of solution. It's not uncommon for efflorescence to reappear, but will diminish with each cleaning.

ROOFING

Your home has self-sealing shingles that have a class "A" fire and wind resistance rating. They are also backed by a manufacturers limited warranty.

Check your roof after a storm for missing shingles (extra shingles may have been left at your home for repairs). Although your shingles are self-sealing, the sealing tabs may not be bonded if they were installed during colder weather. Bonding will only happen during hot weather. If you have further questions regarding roof maintenance, contact your S&A office.

During the winter months please check to see if any ice build up has begun around the gutters of your home. If ice builds up in or around your gutters, it can cause an ice backup under the roof shingles on your home. This can cause damage to your roof and may cause leaking to occur into your home. If this does occur you will want to call your homeowners insurance and a professional roofer as soon as possible.

Any time a new item is attached to the roof of your home (i.e., TV or radio antenna), damage can occur to your roof. Please inspect your roof after any alterations occur to make sure that there has been no damage to the shingles, flashing or any other part of your roof. If you are concerned about damage that could have possibly occurred, please call a professional roofer as soon as possible to have the damaged area fixed. The sooner the damage is inspected and repaired if necessary, the less costly the repair.

CHIMNEY

WARNING: TO REDUCE THE RISK OF FIRE, EVERY CHIMNEY MUST BE KEPT CLEAN, WHETHER SERVING A WOOD STOVE, FIREPLACE, OR FOSSIL FUEL CENTRAL FURNACE.

Safety Suggestion

The construction of your home exceeds the minimum thermal requirements, as established in the “Model Energy Code.” This efficient construction reduces the amount of air infiltration from outside sources into your home. Some appliances, such as wood stoves, fireplaces, gas appliances, and some water heaters require outside air to operate properly. Since outdoor air infiltration is reduced, the chance of indoor air contamination has increased.

Carbon monoxide is a colorless, odorless, tasteless, poisonous gas produced by the incomplete combustion of fuels, such as natural gas, propane, heating oil, kerosene, coal, gasoline, wood, and even tobacco smoke. When properly installed and maintained, your equipment will not contaminate your indoor air quality. Equipment failure, poor maintenance, blocked vents and flues, and downdrafts will contribute to indoor air contamination.

Because we are concerned about your health and welfare, we suggest the purchase and use of a carbon monoxide detector. Even in the best situation when vents are inspected regularly and proper preventative maintenance is followed, problems can spontaneously arise. With this in mind, we encourage you to research the various carbon monoxide detectors and choose the product that is appropriate for your home and living conditions.

Twice-A-Year Cleaning Checklist

Do before the first seasonal use in autumn and after the last fire in spring.

Professional chimney sweep services are available if you do not wish to do the following yourself.

1. **CAUTION - Turn off Furnace and be sure fire is completely out.**
2. Carefully remove appliance smoke pipe at thimble/collar connection, clean pipe and thimble/collar area. Tape a cover over thimble/collar before cleaning flue to prevent dust from entering the room.
3. If your chimney has a **clean out door** at the bottom, place a damp cloth under it, open the door, and remove all soot and debris. Place a bright reference object on the chimney for later inspection from the top (straight flues only).
4. Carefully remove any chimney top covering (optional). With the use of a strong flashlight, check the entire flue from the top for obstructions such as creosote, leaves, bird’s nest, etc.
5. While near the roof, check the metal flashing. Seal any cracks or loose nails to prevent leakage. Check masonry for loose brick or mortar. Repair if necessary.
6. When it’s necessary to clean the chimney, close the clean-out door and clean with proper size weighted brush and flexible pole sections. (Cleaning supplies can be purchased at a Fireplace Supply Store).
7. Remove soot at clean-out door. Replace smoke pipe and chimney top.
8. Check for creosote build-up: Burning any kind of wood produces tar and vapors, which combine with moisture to form **creosote**. The creosote vapors condense, accumulating residue on the flue lining of the chimney. If ignited, this creosote residue makes an extremely hot fire. ***Slower burning fires in airtight stoves or fireplace inserts are more likely to produce creosote buildup because of the relatively cool chimney.*** If creosote buildup is found: **DO NOT** use chemical chimney cleaners that are poured on a hot fire. They are potentially dangerous and generally work on only a portion of the flue nearest the fire, leaving the rest of the flue unaffected.

FIREPLACE

Refer to the manufacturer's "Care and Operation Manual" furnished with other Homeowner documents.

A **factory-built** fireplace will have a written **LIMITED WARRANTY**

Since there are many different types and ways a fireplace can be built, this section can be used as a guide but is **not all inclusive** of the features or **safety precautions** necessary for the efficient and **safe** operation of the fireplace.

General Safety Precautions

IMPORTANT: READ BEFORE YOUR FIRST FIRE!

1. Use only solid dry and well-seasoned wood for fuel. Hard wood is best because soft wood burns too quickly. **DO NOT BURN:** pressure treated wood, artificial logs, coal, charcoal, scrap construction lumber, wood dipped in creosote tar etc., or wood products made with synthetic binders such as plywood and particle board.
2. Keep the fireplace damper **open** before starting a fire, and as long as any smoldering embers are present.
3. **NEVER** use gasoline, kerosene, lantern fuel, charcoal lighter, or any explosive type solvents to start your fire or "freshen-up" a fire in the fireplace. This "over-firing" is dangerous and can permanently damage the fireplace.
4. If there is an **outside air supply damper** in the firebox, make sure it is **open** for proper operation. Keep it clean and check the intake grille located on the outside of the fireplace (outside of house).
5. **NEVER** block any intake or outlet grilles on the bottom or front of fireplace face.
6. Always keep the protective mesh screen and glass doors closed for both efficient and **safe** operation.
7. **NEVER LEAVE THE FIREPLACE UNATTENDED WHILE IT IS BURNING!**
8. If you are using the fireplace with a permanently installed **vented gas log set**, the fireplace damper must be permanently fixed in the fully **open** position.
9. Exercise caution when adding wood to the fireplace. Tossing heavy logs into the firebox may crack the fireplace structure.
10. Use of a fuel grate is important for the proper use and enjoyment of the fireplace. Furthermore, it ensures proper flow of combustion air around the fire bed. If a grate was provided with the fireplace, it must be used at all times when using the fireplace.
11. Certain atmospheric and surrounding environmental conditions will have a direct effect on the proper draft required for a smoke-free operation. S&A Homes does not warranty, nor accept responsibility for a "smoke-free" operation.

Starting A Fire

Proper care and "burn-in" of the firebox will prolong the time of enjoyment without maintenance. For the first few times, build small fires. The materials used to build the fireplace contain and absorb moisture. It's important to cure the components of the fireplace by building only modest fires at first.

Hairline cracks may appear in the firebrick or masonry structure as it dries. These cracks do not affect the safe operation of the fireplace.

To properly start a fire in the fireplace:

1. Open damper. Familiarize yourself with the open/close position of the damper handle.
2. The grate should be centered in the firebox so the fire can breathe properly. Place an adequate amount of crumpled newspaper under the grate. Place an adequate amount of small dry kindling sticks on top of newspaper and on the bottom of the grate.
3. Build a pyramid of several dry logs (Smaller split pieces will start much easier), arranging to provide air space between logs.
4. Light the paper at both sides of the firebox.
5. Close screen and doors to prevent the escape of sparks.

Maintenance

Your fireplace is engineered to operate trouble-free with minimum maintenance. However, it deserves some housekeeping attention.

Before each use:

1. Clean the firebox of excessive ashes. A small layer below the grate is acceptable. If the grate is removed to facilitate cleaning, it must be replaced before the next burn.
2. Keep the outside combustion air damper clean to permit efficient and safe operation of the fireplace.
3. Check the operation of the damper.
4. Check and/or clean the chimney on a regular basis. Refer to and follow the guidelines under the “CHIMNEY” section of this guide.

Troubleshooting

The fireplace and chimney were designed and built per CABO regulations. As mentioned in “Paragraph 11, General Safety Precautions,” you may experience SMOKING. If smoking occurs, check the following:

1. Make sure the flue damper is completely open.
2. Make sure the outdoor air supply is open and free of obstructions.
3. When lighting a fire, a little smoke may escape into the room (more likely if the chimney is cold). If this happens, try holding a lighted newspaper up inside the firebox near the damper. This will likely reverse the downdraft and clear the flue of cold air. The updraft should improve as the chimney heats up.
4. If smoking occurs an hour or more after lighting, there may be something else in the house stealing the makeup combustion air. Example: Bath fan, kitchen exhaust fan or central heating system may cause a negative pressure and an unwanted downdraft and smoking. Remedy: Open a window slightly.
5. Is the fire too far forward? Move it toward the back with a poker.
6. Is the bottom of the grate covered with ashes? The fire needs plenty of air movement around the logs.
7. Is the wood wet or unseasoned, or does it contain some chemical substance causing smoking or toxic fumes? *Be a knowledgeable wood buyer and user.*
8. Check to see if nearby have trees matured, growing closer to the chimney and blocking the exit.

If you haven't already, treat yourself to a high-quality tight fitting set of glass doors. They look great while saving on your Home's heating energy costs.

If your fireplace has a heat circulating system with a fan(s), use of the fan will improve fireplace efficiency.

Wood

When buying wood to burn in your fireplace, know the difference in *CORDS*. A *Standard Cord* is 4 ft. high by 8 ft. long by 4 ft. deep or the equivalent of this cubic footage. A *Face Cord* is the same height and width as a standard cord, but the depth is only the random length of the log requested (12-24 inches).

STORAGE SUGGESTIONS:

Most woods need 12 Months of seasoning.

Store wood under a roof or tarp.

Never store wood on the ground.

Do not stack wood against the walls of your home.

Stack wood loosely to allow air circulation.

Do not store wood inside the home or in the basement of your home.

Vented Gas Fireplace

DIRECT VENT MODELS IMPORTANT DIRECTIONS

1. This appliance is intended only for use as indicated in your manufacturer's manual and in the installation instructions. Under no circumstances should this fireplace be used to burn wood, paper, or other combustibles of any kind.
2. This appliance will emit an odor for the first 10 to 12 hours of operation. Make sure the room is well ventilated and the burner is set for high flame operation (if applicable) during this period.
3. Surface temperatures on the appliance are very high. Make sure that both children and adults are aware of the danger of burns or clothing ignition.
4. Do not leave children unsupervised in the room with the appliance.
5. Keep clothing, draperies, and furniture well away from the front of the appliance.
6. Do not leave damp or wet clothing or other flammable material to dry on or near the appliance.
7. If for any reason the glass frame is removed, all three securing screws must be replaced and tightened securely before the unit is put back into operation.
8. Do not use this appliance if any part has been under water. Call a qualified service technician to inspect the appliance and replace electrical components.
9. The control access panel becomes hot during unit operation and must be opened with care.
10. A qualified service technician should do service, including cleaning inside the firebox. The appliance should be inspected and cleaned annually by a qualified service technician. Service should include a thorough inspection of the pilot and burner flame. The vent termination should also be inspected for any blockage.
11. Clean inside and outside glass surfaces and all other of the appliances outside surfaces, using a mild detergent/water solution and a soft cloth. DO NOT use abrasive cleansers, which might scratch these surfaces. DO NOT attempt to clean these surfaces when the appliance is operating or they are hot to the touch.
12. A qualified service technician must perform service and cleaning of internal components.

Safety Instructions

IF YOU DO SMELL GAS

Do not try to light any appliance.

Do not touch any electric switch: do not use any phone in your building.

Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.

If you cannot reach your gas supplier, call the fire department.

Use only your hand to turn the gas control knob(s). NEVER use tools. If the knob will not turn by hand, do not attempt to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.

NOTE – Do not be alarmed if you notice an odor during the initial 10 to 12 hours of operation. This is caused by exposing the components to heat for the first time. The odor will dissipate quickly if windows are opened to allow increased air circulation.

NOTE – Immediately after the burner ignites, condensation may temporarily fog glass. This is normal. Fog will clear as soon as temperatures within the fire box rise. If droplets continue to form after 15 minutes of operation on a high-flame setting, contact a qualified service technician.

NOTE – During the initial operation of the appliance, a white film may form on the inside of the glass. This is normal. If this occurs, clean the glass after the first 5 hours of use.

Burner Flame Adjustment

The burner flame on this appliance may be adjusted at the gas valve to obtain the desired heating output. Burner flame color varies with the different log sets and burners available. In most cases, the flame will be blue at start up and turn yellow after 5 to 10 minutes of operation. The burner flame should be inspected at the beginning of each heating season and a service technician, if necessary should clean burner.

MOISTURE AND VENTILATION

Moisture in the liquid state (water) is relatively simple to understand and to cope with in construction. Moisture is also present, however, as an invisible gas (water vapor) in the air and in cavities of construction assemblies. While it is not practical to present all the scientific issues concerning moisture and ventilation in this publication, it is of importance concerning the structural components of your home, as well as your comfort. Because of this, you should be aware of the following information:

Important Facts

1. There are numerous things that generate indoor moisture, such as cooking, dish washing, clothes washing, bathing, and even the normal breathing & perspiring of the body. The average family normally generates about 22 lbs. of vapor in a 24-hour period. In some cases, this can exceed 50 lbs. in the same period, depending on the size of the family and their lifestyle.
2. When warm moist air comes in contact with cooler surfaces, the moisture will condense because the cooler air cannot hold as much moisture as warmer air. Noticeable areas for condensation are window sashes or other components.
3. When condensation first appears, the natural reaction is to look for leaks in the building enclosure, but this is not where the problem lies. Excess condensation is the result of excess humidity in the home caused by lifestyle and certain atmospheric conditions as mentioned above. Excess soil moisture under and around the home can also contribute to this condition. Certain building components, when new, have a higher than normal moisture content, but will soon stabilize in their environment, typically not adding to humidity levels in the home.
4. Your home has built-in features to help manage moisture:
 - Vapor Barriers under the basement, crawl space, and exterior walls.
 - Vented soffits with roof ridge ventilation.
 - Bath exhaust fans vented to the outside.
 - Clothes dryer vented to the outside (do not disconnect).

Steps To Controlling Indoor Humidity:

Some people believe that humidifiers help them stay healthier during the winter months. Recent tests have shown that for people in good health, this may not be the case. In fact, humidifiers may actually contribute to some health problems, such as allergies.

We recommend the following:

- Use bath exhaust fans when creating excessive moisture (bathing, showering, etc.)
 - Be sure attic and crawl space vents are open and free of obstructions.
 - Eliminate all controllable sources of moisture in the home.
 - Do not block or close crawl space vents in the foundation wall.
 - Clean gutters and downspouts as needed to assure storm water is carried away from the foundation
- Follow the “**EXTERIOR OF THE HOME**” section of this guide.

Mold

Mold is a type of fungus. It occurs naturally in the environment, and it is necessary for the natural decomposition of plant and other organic material. It spreads by means of microscopic spores borne on the wind, and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. If the growing conditions are right, mold can grow in your home. Most homeowners are familiar with mold growth in the form of bread mold that may grow on bathroom tile.

In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabric, carpet or even wallpaper, or by building materials, such as drywall, wood and insulation, to name a few. Also, mold growth requires a temperate climate. The best growth occurs at temperatures between 40* F and 100* F. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture, a homeowner can reduce or eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or eliminate mold growth. If moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours.

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

What the Homeowner can do? The homeowner can take positive steps to reduce or eliminate the occurrence of mold growth in the home, and thereby minimize any possible adverse effects that may be caused by mold. Although, following these steps can help reduce the occurrence of mold, it does not guarantee against it. These steps include the following:

1. Before bringing items into the home, check for signs of mold. Potted plants (roots and soil), furnishings, or stored clothing and bedding material, as well as many other household goods, could already contain mold growth.
2. Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth.
3. Keep the humidity in the home low. Vent clothes dryers to the outdoors. Ventilate kitchens and bathrooms by opening the windows, by using exhaust fans, by running the air conditioning or a humidifier to remove excess moisture in the air, and to facilitate evaporation of water from wet surfaces.
4. Promptly clean up spills, condensation and other surfaces of moisture. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation.
5. Inspect for leaks on a regular basis. Look for discoloration or wet spots. Repair any leaks promptly. Inspect condensation pans (refrigerators and air conditioners) for mold growth. Take notice of musty odors, and any visible signs of mold.
6. Should mold develop, thoroughly clean the affected area with a mild solution of bleach. First, test to see if the affected material or surface is color safe. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional cleaner.

Whether or not you as a homeowner experience mold growth depends largely on how you manage and maintain your home.

WINDOWS AND PATIO DOORS

The quality vinyl windows and sliding patio doors in your home are designed to offer high performance, good looks and ease of maintenance. Vinyl won't pit, peel, rot or chalk. As a result, with only simple care and cleaning, your windows and patio doors can keep their beautiful appearance for years to come.

Like any surface exposed to outside elements, your windows and patio doors will get dirty from time to time. You can restore the luster by following a few simple instructions.

Wash using a mild detergent and a soft cloth or ordinary long-handled soft bristle brush. Rinse with a gentle stream of fresh water from a garden hose.

For difficult dirt and stains use readily available household cleaners such as 'Fantastic' or 'Murphy's Oil Soap'.

In severe cases you may need to use a mild abrasive cleaner such a 'Soft Scrub' but be aware that the use of any abrasive cleaner could scratch the vinyl frame or glass. Do not use any solvents, degreasers, furniture polish or cleaners containing chlorine bleach.

Do not use high pressure spray to clean windows and doors, the extreme pressure could damage the caulking around the perimeter of the units and water could be forced into the windows or doors and cause damage to interior finishes.

The window and patio door screens require little maintenance. A gentle washing and rinsing once a year with a garden hose is all that may be needed. If damage occurs, your screens can be easily repaired with a replacement screen mesh. This service is available from most good hardware stores.

EXTERIOR STEEL DOORS

The insulated exterior steel door is a SYSTEM with many parts, all of which must receive proper care and maintenance for expected design performance.

Weatherstrips

Flexible all-temperature weatherstrips on the perimeter of the doorframe and a thermally improved threshold work together as an **energy efficient** system.

Replace worn or damaged weatherstrips. Available through building supply yards carrying your brand. Flexible weatherstrips are held in place with a pressure-type spline inserted into a groove in the doorstop. Carefully remove with a screwdriver blade. **Fully** insert the new weatherstrip with enough pressure for proper uniform sealing.

Painting

Your exterior doors are painted in the color you chose. Should you want to re-paint, follow these simple instructions. Lightly sand the door so that the paint adheres better. Wipe with a clean, damp cloth to remove all dust and other matter. Allow to dry, and then apply quality exterior grade paint, as recommended by the door manufacturer. Removing the weather-stripping before painting will make the door easier to paint. **DO NOT** close the door until the paint is completely dried. In addition, if your door threshold has a pre-finished oak trim, this may also require periodic touch-up due to use and normal wear and tear.

NOTE: Storm doors (with glass) should not be used with any steel doors that have plastic window trim or moulding. Direct sun exposure causes excessive heat build-up between doors, which may distort the trim.

Sticking Doors

Doors sometimes stick to the weatherstrips. This may be caused by the doors having been closed before being thoroughly dried, or by sunlight exposure. Correct by opening the door and rubbing the weatherstrip several times with a bar of **white** soap, or lightly brushing with talcum powder. Doors may stick for other reasons because of wood swelling or shrinkage.

If the door still sticks, check the following:

1. Are the hinge screws tight?
2. Is the threshold adjusted for proper efficient operation? (Refer to manufacturer's literature)
3. Is the lock hardware tight and properly adjusted?

Repair Of Dents Or Scratches

Steel doors can be accidentally scratched or dented. Should this happen, lightly sand the area and apply automotive body filler, such as 'Bondo', which is available from any automotive supply store. Follow the manufacturers instructions on the container. Touch up the repaired area with matching paint.

INTERIOR DOORS

Your interior doors are typically trouble free and if problems exist they are usually minor in nature and can be corrected with minimal expertise. Sticking is the most common problem with doors and it is a normal characteristic in new homes. If the sticking is caused by damp weather, fold sandpaper around a wood block and sand the edge that binds. If sticking is the result of uneven alignment, which occurs as the home settles, check to see that the hinge screws are tight and holding properly. Below are a few items to be aware of:

Be sure the top and bottom of the door are sealed with paint or varnish.

Keep doors closed as much as possible until they are stabilized within the indoor climate (normally after one heating and cooling season). This will help to prevent warping. It's common for doorknobs to become loose with use. Tighten the two Phillips head screws on either side of knob.

Check to see that the hinge screws and lock hardware are tight and properly adjusted.

If you utilize 'hinge stops' to limit the travel of your doors please be aware that these can potentially damage the door over time if excessive force is used.

INTERIOR TRIM

Some shrinkage of the wood trim is normal and should be expected until the wood reaches equilibrium within the indoor climate (normally after one heating and cooling season). This will typically show around mitered corners and other joints such as where the base molding or window casing meets the wall.

Correct by closing the crack with latex 'painters caulking' or color matching putty, then sand and touch-up with appropriately colored paint or stain.

Shrinkage may also be noticed if you have solid pine wood-paneled doors, and should be corrected as described above.

DRYWALL & PAINT

The drywall used in your home is a factory-produced 4 ft. wide gypsum panel composed of a non-combustible gypsum core encased in a heavy natural-finish paper on the face side and a strong liner paper on the back side.

Walls and ceilings have a durable surface suitable for most types of decorative treatment and for redecoration during the life of the home.

Lumber Shrinkage

Framing lumber shrinkage is a common concern with both homeowners and the home building industry, as it relates to drywall and paint repair. These framing materials do expand with an increase in temperature and contract with a decrease in temperature. Framing lumber, as commonly used, has a moisture content of 15% to 19% (even kiln dried lumber contains moisture). After installation, the lumber loses about 10% of its moisture content and consequently **shrinks**, particularly during the first heating season.

Because of this shrinkage, slight imperfections are **normal** and can be **expected** in certain areas. Common are:

1. **FASTENER “POPS”** in the wall or ceiling – This is a protrusion of either the fastener or the surface area immediately surrounding the fastener.
Remedy - (A) Reset by placing a 4" drywall knife over area and strike with a hammer to set flush with surface. Or, (B) Strike fastener lightly to set it below the surface of the board. Remove loose compound; apply finish coats of gypsum ‘joint compound’, two or more coats may be required, sand surface and paint.
2. **HAIRLINE CRACKS** - Usually found in the joint of wall and ceiling corners, this hairline crack is normally in the topping compound only, and does not fracture the joint reinforcement tape.
Remedy - Fill hairline cracks with a good quality latex painter’s caulk, and paint if necessary. **DO NOT** apply additional compound.

INTERIOR PAINT

The walls and ceilings in your new home were painted with a high quality ‘flat’ latex paint. Flat Paint is recommended for use in new homes for several reasons. Flat paint gives a smooth consistent finish, is easy to touch-up and is a ideal base for wallpaper. Gloss, semi-gloss, satin and eggshell paints do not share these same qualities and most importantly, they are very difficult to touch-up. It is inevitable that your walls and paint will require some touch-up, especially during the first year. It is during the first year that most of the fastener pops and hairline cracks occur, not to mention the usual ‘nicks and dings’ that arise from moving furniture. If you desire a paint finish or wall treatment other than flat paint we recommend that you wait at least one year.

As an extra convenience we provide a complete ‘Homeowner Touch-up Kit’ with your new home. It includes all the items you will need to make most minor repairs including matching wall and trim paint, paint brushes, spackle compound, a putty knife, masking tape and a sanding pad.

Other Imperfections

FINISH DISCOLORATION or “SHADOWING” - Temperature differentials in outside walls or top floor ceilings cause collection of airborne dust on cooler spots of the interior surface, resulting in discoloration or shadowing over framing studs. This is most severe when indoor/outdoor temperature varies greatly. For this reason, change heat system filters often.

Remedy - Wash painted surfaces. Remove spots with wallpaper cleaner, or apply a new coat of paint or wallpaper as desired.

STAINING FROM SCENTED CANDLES

Recent feedback from homeowners regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs – to list a few examples) have caused much investigation and research by builders and organizations such as the National Association of Home Builders.

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

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

CABINETRY

Care and Maintenance Tips

The beauty of finished cabinetry comes from the natural characteristics of the hardwoods and hardwood veneers our cabinet manufacturers use to produce your cabinets. These natural variations reflect the tree’s life history and make every cabinet unique and beautiful.

While every effort is made to match wood grain as closely as possible, no two pieces of wood are exactly alike, even from the same tree. Because all hardwoods have their own personality or special characteristics, variations in color, grain pattern, and texture may occur.

These natural variations mean that each piece accepts finish in a different way. For example, close-grained or finely textured pieces of wood absorb less finish and will vary in color from more open-grained or non-finely textured pieces from the same tree, causing slight differences within and between cabinets. These variations make quality wood products beautiful and distinctive.

Environmental Conditions

Natural hardwoods and hardwood veneers also react to dry and humid climate conditions associated with the change of seasons. These varying climatic conditions cause expansion and contraction in wood products. Wood expands when exposed to high humidity and contracts when exposed to low humidity or unusually dry conditions. Extremely humid conditions are part of the normal climate in certain areas of the country. For example, coastal areas have abnormally high humidity and desert areas are abnormally dry.

The movement of wood associated with atmospheric conditions may cause the film of paint or finish on cabinets to separate at joining points, producing small lines. These lines are more evident on natural, light or painted finishes and are not considered a defect in quality or finish.

Stable atmospheric conditions are required for joints on cabinet doors, drawer fronts, and front frames to remain tight. Miter joints, in particular, are prone to open or gap as a result of fluctuation in humidity. In most cases, if your cabinets have not been exposed to extremes of humidity for a prolonged period of time, small openings in miter joints will normally close once your home has been brought under normal atmospheric conditions. This can be controlled by consistently running your heating and cooling systems when needed to provide the proper balance in your home. These simple steps will provide the stable conditions required to keep your cabinets beautiful for many years.

Exposure to sunlight, smoke, household cleaners and other environmental conditions may also cause the appearance of your cabinets to vary from their original color over time. This is why cabinets or accessories added later may not exactly match cabinets installed now. Changes in the product caused by exposure to the environmental conditions are not considered product defects.

Care of Exterior Cabinet Woods

1. **REGULAR EXTERIOR CLEANING** requires only wiping with a damp cloth and then drying. Remove oil, grease or general soil using a clean cloth dampened with a fresh solution of mild soap and water. Rinse with a clean cloth dampened with clean water, then dry thoroughly.
2. **REPAIR ALL NICKS AND SCRATCHES** with a matching wood tone “Touch-up Kit” formulated to match the finish.
3. **AVOID USING HARSH DETERGENTS**, strong soap, abrasive cleaners, or self-polishing waxes. All of these items can remove the cabinets’ factory-applied protective finish.
4. **AVOID USING YOUR DISHCLOTH** to clean or dry cabinet exteriors; it may contain remnants of detergents and grease.
5. **TREAT YOUR CABINETS AS YOU WOULD FINE FURNITURE** and they will reward you with long-lasting beauty. Excess moisture is an enemy of any finish; sink, range, dishwasher, oven and baseboard areas are most susceptible. Using a clean cloth, immediately dry surfaces where water may have spilled.
6. **AS SOON AS INSTALLATION IS COMPLETED**, wipe cabinet exteriors with a soft cloth dampened with water. Dry immediately with another clean, soft cloth. Follow with a very light coat of high-quality liquid or paste wax that does not contain a cleaner. Cover only a small portion of the surface at a time and rub immediately in the direction of the wood grain, before the wax sets. This treatment helps resist excessive moisture and prevents damage to the finish. Clean and wax exteriors occasionally – at least every six months. If you use a spray wax, spray the wax on a cloth and then wipe on the cabinet.

Care of Exterior Cabinet Laminates

1. Cabinets with laminate exteriors are designed with a resistant surface for easy cleaning. Their beautiful, protective finish will last for years with minimal care. We suggest the following guidelines for maintenance of your cabinets.
2. **CLEAN ALL SPILLS IMMEDIATELY**, using a soft cloth and clear water. The laminate surface resists many common household substances, and most will wipe clean with just a damp cloth or sponge.
3. **REMOVE OIL, GREASE, OR OTHER GENERAL SOIL** that does not respond to water alone by using a clean cloth dampened with a fresh solution of mild soap and water. Rinse with a clean cloth that has been dampened with clear water and dry thoroughly.
4. **AVOID USING HARSH DETERGENTS, ABRASIVE CLEANERS OR BLEACH**, as these substances can damage the laminate surface and impair its protective qualities.
5. **AVOID USING YOUR DISHCLOTH** to clean or dry cabinet exteriors; it may contain remnants of detergents and grease.

Care of Cabinet Interiors

To clean, simply wipe with a damp cloth or sponge. For additional information, please refer to the Manufacturer's Product Care Guide.

LAMINATE COUNTERTOPS

Surface Protection

1. **SELF-CLEANING WAX**: Use of a self-cleaning wax will provide a thin protective film on laminate surfaces. These products are available at your supermarket and, when used according to the manufacturer's directions, can be used frequently without the need of stripping.
2. **HOT OBJECT PROTECTION**: The laminate surface can withstand heat up to 275 degrees Fahrenheit. However, prolonged exposure to 140 degrees Fahrenheit or higher on countertops may result in separation of the material due to glue failure. Use an insulated pad, trivet, etc. beneath skillets, frying pans, and other cooking utensils when placing them on the countertop.
3. **SCRATCHES & IMPACT**: Laminate tops are resistant to scratches and impact under normal use. Like any surface, however, they can be damaged by abuse and carelessness. **DO NOT** pound, chop or slice on the laminate surface. Use knives and other tools on a chopping block or other protective surface.
 - a. Sliding heavy abrasive objects can cause scratching or premature wearing of the laminate surface. Use place mats under these objects to protect laminate. All laminates are susceptible to scratches, however high gloss and solid color laminates tend to show scratches more easily than low gloss or patterned laminates.

General Cleaning

1. *Suede, High Gloss, and Matte finishes* may be cleaned with a clean non-abrasive damp cotton cloth and a mild liquid detergent or household cleaner.
2. *Sculptured and Dimensional finishes* may require special attention to clean the depressed areas. Apply a mild liquid detergent and water solution or household cleaner and then use a nylon-bristled hand or vegetable brush, in a rotating motion, to clean the soiled area. Rinse with water and a clean, non-abrasive, cotton cloth.

DO NOT USE: Abrasive cleaners, powders, scouring pads, steel wool, sandpaper, etc., which can damage laminates and make them susceptible to staining.

Acid or alkaline-based cleaners, compounds, etc., will mar, etch, corrode and permanently discolor laminates. **Never** use these on laminates nor allow bottles, rags, etc., contaminated with these to contact laminate surfaces. Accidental spills or splatters from these harsh materials should be wiped off immediately, and then rinsed thoroughly with water. Examples of these are:

ceramic cook top cleaners	oven cleaners
chlorine bleach	rust removers
coffee pot cleaners	some “countertop cleaners”
drain cleaners	toilet bowl cleaners
metal cleaners	tub and tile cleaner

This is not a complete list of products to avoid. Refer to product literature for a complete list.

Stains

Stains from some materials and liquids are stubborn and may even be permanent. Some examples of these are: hair dyes and rinses, laundry bluing, pharmaceuticals (tannic acid, Mercurochrome, silver nitrate, povidone-iodine, dermatological tar compounds). To lessen their visual impact, blot the stained area for no longer than one minute with a clean non-abrasive cloth, dampened sparingly with household strength chlorine bleach. Immediately rinse the area with water and a clean non-abrasive cloth immediately to remove any residual bleach.

For further cleaning instructions, refer to the “Manufacturer Care & Instructions Booklet” found with your important Homeowner Documents.

SOLID-SURFACE COUNTERTOPS

Care and Maintenance Tips

SOLID-SURFACE countertops were created for a lifetime of easy care. Just follow the simple guidelines listed here to keep your SOLID-SURFACES looking as fresh as they looked the day they were installed.

Routine Care

There are three types of countertop finish: matte/satin, semi-gloss and high-gloss. All SOLID-SURFACE sinks and bowls have the matte/satin finish. Soapy water or ammonia-based cleaners will remove most dirt stains from all types of finishes. However, slightly different techniques must be used to remove difficult stains, depending on the finish. Follow these recommendations to properly care for your finish type.

Countertops

1. Matte/Satin Finish

Most dirt stains - Use soapy water or ammonia based cleaner.

Watermarks - Wipe with a damp cloth then towel dry.

Difficult stains – Use an abrasive cleanser and a green ScotchBrite pad.

Maintenance – Rub with a Scotch Brite pad alone.

Disinfecting – Occasionally wipe surface with a diluted household bleach (1 part water to 1 part bleach).

2. Semi-gloss Finish

Most dirt stains - Use soapy water or ammonia based cleaner.

Watermarks - Wipe with a damp cloth then towel dry.

Difficult stains – Use Soft Scrub or diluted bleach and a white Scotch Brite pad.

Maintenance – Enhance shine with nonabrasive polish, such as Hope's Countertop Polish.

Disinfecting – Occasionally wipe surface with a diluted household bleach (1 part water to 1 part bleach).

3. High-Gloss Finish

Most dirt stains - Use soapy water or ammonia based cleaner.

Watermarks - Wipe with a damp cloth then towel dry.

Difficult stains – Follow procedure for semi-gloss, but use a sponge instead of a Scotch Brite pad or use a white polishing compound.

Disinfecting – Occasionally wipe surface with a diluted household bleach (1 part water to 1 part bleach).

Solid Surface Sinks

Matte/satin Finish

Cleaning - Use soapy water or ammonia based cleaner.

Disinfecting – Occasionally wipe surface with a diluted household bleach (1 part water to 1 part bleach).

Maintenance – Occasionally clean by filling the sink one-quarter full with equal parts water and household bleach. Let soak for 15 minutes, and then wash sides and bottom of the sink as the solution drains.

Preventing Heat Damage

SOLID-SURFACE withstands heat better than ordinary surface materials. However, hot pans, as well as some heat-generating appliances, like frying pans or crockpots, can damage the surface. To prevent heat damage, *always* use a hot pad or a trivet with rubber feet to protect your SOLID-SURFACE.

Preventing Other Damage

In most cases, SOLID-SURFACE can be repaired if accidentally damaged. However, be sure to follow the guidelines here to prevent any permanent damage to SOLID-SURFACE.

1. Avoid exposing SOLID-SURFACE to strong chemicals, such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
2. Remove nail polish with a non-acetone based nail polish remover and flush with water.
3. Do *not* cut directly on SOLID-SURFACE countertops.
4. Run cold water when pouring boiling water into sinks.

GRANITE COUNTERTOPS

If you have granite countertops please use the following care and maintenance tips to keep your beautiful countertop looking as good as new.

If a stain appears on the stone, it can be removed with a stain removal powder purchased at a local granite stone distributor. If you do not know who in your local area carries this product please call S & A Homes to refer a contact person for you.

Always maintain the granite stone with rayon sponges, towels or rags.

Remove any loose debris from stone surface as soon as possible to avoid any scratching.

Wipe up any spills immediately to prevent staining or etching.

Use coasters under glasses to help prevent glass rings from occurring.

Granite stone is a natural product, which can stain or be damaged by many different items and products. Some popular household items that can damage the stone are the following; juices, alcoholic beverages, soda, nail polish remover, ketchup, mustard, vinegar, supermarket cleaning chemicals, dishwashing soap, rock salt, sand, and any item that contains an acid or alkali. If any of these products are spilled on top of the granite stone, please clean as soon as possible.

FLOOR COVERINGS

Retain original selection records of all coverings for reference.

Wood & Vinyl

REFER TO THE MANUFACTURER'S "CARE AND MAINTENANCE" GUIDE LOCATED WITH YOUR HOMEOWNER DOCUMENTS. EACH STYLE OF FLOORING WILL REQUIRE EXCLUSIVE INSTRUCTION.

Prevent Problems Before They Start: Your floors will provide you with years of satisfaction if they receive proper care. Even though they are rugged, they are not indestructible. Here are some tips on preventing the most common problems that can mar the beauty of your floor.

1. Equip furniture and appliances with large-surface casters, glides or furniture cups (use **hard plastic**, as some types of **rubber** may stain light-colored floor covering).
2. **Tracked-in dirt and grit are like sandpaper. Use a doormat or rug at every outdoor entrance. Rubber** backed mats may cause permanent staining to your floor. Mats with 100% **Latex** backing will not.
3. Spike-type heels **may** cause damage to wood & vinyl floors.
4. Cigarettes and other hot items can burn flooring. Heat-producing appliances, such as refrigerators, may **discolor** the flooring.
5. Move heavy furniture with proper protection (example: 1/4" plywood) under legs and rollers. As an alternative, rent an appliance dolly. Provide protection when **turning** or **moving sideways**, as most rollers are designed to move **straightforward** or **backward**.
6. Protect against stains caused by **asphalt coatings** on driveways. Particularly those recently installed or re-sealed with **coal tar** or **asphalt** sealers. Sealing with a **latex-based** sealer will prevent asphalt tracking.

SAVE ALL VINYL LEFT OVER FROM THE ORIGINAL INSTALLATION (DO NOT STORE IN ATTIC -- HEAT BUILD-UP WILL DISCOLOR THE FINISH). Should your floor be accidentally damaged, a repair **may** be possible. Protect the damaged area with some masking tape, and contact a professional installer for **possible** repair.

Carpets

Carpets are manufactured with different materials and woven into different styles. Be aware of Manufacturer's specific instructions before applying chemical cleaning solutions.

The following tips will improve the carpet's appearance and wearing qualities, as well as prolong its life:

1. Regular cleaning and vacuuming is essential. If small hard grains of dirt are allowed to become embedded in the fabric, they will eventually cut the fabric apart.
2. Periodically rearrange the furniture to create different traffic patterns.

REFER TO MANUFACTURER'S "CARE GUIDE" FOR ALL OTHER FLOOR COVERINGS.

Ceramic Tile

Sealing is not needed or recommended for porcelain tile, glazed floor, or glazed wall tile. Grout joints may be sealed with a grout sealer. Finishes are not recommended, as they will increase maintenance requirements and may adversely affect slip resistance.

General Cleaning of Ceramic Tile

Most floors need no more than regular cleaning for long-lasting beauty. Follow these simple instructions:

1. Sweep or vacuum as required to remove loose dust and dirt.
2. Remove footmarks and small spills with a damp mop or sponge.
3. Mix a regular cleaning solution – typically 2 oz. of cleaner per one gallon of water. Do not use more than the recommended amount, as this will cause the cleaning solution to build up on the tile surface. Use a double bucket or two standard buckets, one containing fresh cleaning solution, the other to receive dirty cleaning solution that is removed from the floor.
4. Apply the cleaning solution to the floor and agitate with other floor machine and scrubbing pad, rayon wet mop, or sponge mop. For concave joints or abrasive surfaces, use a stiff scrubbing brush. Work small areas at a time to keep dirty cleaning solution from drying on the floor.
5. Remove all dirty cleaning solution from the floor with a wet vacuum or auto-scrubber – do not mix with fresh cleaning solution.
6. Rinse the floor with clean water and allow to dry before allowing traffic.

For more extensive cleaning and/or repairs, please refer to your manufacturer's care and maintenance guide.

ON-SITE SEWAGE DISPOSAL SYSTEM

Adequate soil testing, permitting, system design, and approval to cover system by the Sewage Enforcement Officer (SEO), are all required and mandated by State Agencies. There exists no expressed or implied warranties from S&A HOMES that apply to system failure due to lack of soil absorption of the effluent.

The system has been installed at the designated area, in the manner designed by the State approved Engineer, and finally inspected by the State approved SEO. With careful use and periodic septic tank cleaning, the system should give many years of service.

The locations of all specific components are marked on the permit and design documents and should remain with other important house documents for reference to assist with locating septic tank and other system components.

PLEASE DO NOT ABUSE THE SEWAGE SYSTEM. FOR EXAMPLE:

- Avoid adding harsh chemicals to the system.
- Don't place foreign substances such as personal hygiene items, or disposable diapers in the septic system.
- Don't place excessive water in the system. Keep surface, downspout, and footing drain water out of the system.
- Practice water conservation – don't use excessive water in the home.
- Don't drive heavy equipment over soil absorption area or other system components, which would crush or shift lines.
- Don't construct paved areas or buildings over soil absorption area or other system components.
- Never plant trees on or near system (tree roots clog sewage lines).
- Remember to pump the septic tank when needed.

Suggested Septic Tank Pump frequencies in Years (For Year-Round Residence)
(consult SEO for local required pumping frequency)
Household Size (No. of people)

Tank Size (Gallon)	1	2	3	4	5	6	7	8	9	10
900	11.0	5.2	3.3	2.3	1.7	1.3	1.0	0.8	0.7	0.5
1000	12.4	5.9	3.7	2.6	2.0	1.5	1.2	1.0	0.8	0.7

Note: More frequent pumping needed if waste disposal is used.

No matter what the cause, septic system failure is a nuisance and a health hazard, which should be corrected as soon as possible. The state-appointed SEO should diagnose the problem and give instruction for corrective action.

Hydraulic overload is one of the most common reasons for failure of the soil absorption system. This occurs when too much wastewater is delivered to the system. The sewage then can only come to the surface or back up into the house. In addition, soil saturated with wastewater will not allow the passage of oxygen into the soil. Under these oxygen-depleted soil conditions, clogging of the soil absorption system is accelerated.

Hydraulic overload often stems from a change in the water-using habits in the household, such as when the family size increases or a new water-using appliance is added. New systems may fail within a few months if water use exceeds the system capacity to absorb waste. Hydraulic overload also occurs when the drain field is inundated with excessive surface or ground water.

If the system contains a waste (effluent) pump and high-water warning device (buzzer), DO NOT turn off pump switch or silence alarm device under normal conditions. **If alarm sounds, investigate the reason or call for professional help.**

WATER SUPPLY

Drilled Well

CAUTION: DO NOT PLANT TREES OR LANDSCAPING CLOSE TO THE WELL THAT WOULD PREVENT ACCESS OF A SERVICE TRUCK AND EQUIPMENT TO THE WELL. KEEP WELL CAP TIGHT AT ALL TIMES FOR SAFETY.

There is a submersible pump installed in the drilled well with a pressurized storage tank located in the basement.

Read the Homeowner information placed in the storage tank area. Complete and mail all warranty information if required. Secure information packet to waterline for maintenance reference.

In the summertime, with higher humidity levels, **condensation** may appear on the cold water line and drip on the basement floor. This is **normal** with colder well water. **REMEDY: Insulate** cold water line with foam pipe insulation, and operate a **dehumidifier**.

It's suggested that you have the well water **tested** periodically for **potability** and **hardness**, as there are many factors that influence the water quality of your well's aquifer. These factors determine potability and also the life of water-using appliances. **TEST KITS** can be purchased from a laboratory or testing service listed in the yellow pages.

Troubleshooting

If you have no water, check the following:

1. Water pump circuit breaker located in the main panel. Reset if tripped. If breaker will not stay on, **do not** try again.
2. Make sure disconnect switch (optional) is turned on (located close to the storage tank).
3. Turn off circuit breaker. Check for damaged conduit and wire at the well cap.
4. Check low pressure cut off, located in the pressure switch at the storage tank. Follow manufacturer's instructions.

PRACTICE GOOD WATER CONSERVATION TO MAINTAIN THE WELL'S RESERVE. S & A CANNOT BE RESPONSIBLE FOR THE POTABILITY, QUANTITY OR LONGEVITY OF THE WATER SUPPLY.

Public Supply

Be aware of the curbside shut-off box location; maintain flush with the ground for protection of the enclosure. There is a meter located in the basement that is wired to a remote readout device permitting the water company to read the meter from outside.

ALTERNATE METER LOCATION: In an exterior pit, it is located somewhere in the yard. **DO NOT** inhibit access to meter with partitions or other enclosures.

PLUMBING SYSTEM

WARNING: DO NOT LEAVE CHILDREN UNATTENDED AROUND HOT WATER FAUCETS -- HIGH WATER TEMPERATURES MAY CAUSE PERMANENT BODILY INJURY.

Fiberglass Tub & Shower

Use only a non-abrasive cleaner approved for fiberglass tubs. Use a good quality car wax (on wall surface only) to restore and maintain shine on the Gelcoat finish. Through normal use and wear your tub / shower may develop a nick or crack. These can be easily repaired using the services of a “fiberglass restoration professional”. Please contact a local plumbing supply store for the name of a professional near you.

Toilets

Maintain water to the Manufacturer marked water level line. Water level can be adjusted by turning the screw on the float rod. Do not flush disposable diapers or personal hygiene items. Do not use any chemicals in the tank of your toilet.

Traps And Drains

Each plumbing fixture in your house has a drain trap designed to prevent airborne bacteria and odor of sewer gas from entering the house. Any fixture that is used infrequently should be turned in regular intervals to replace evaporated water in the trap. Practice caution: 1) do not bump or misalign traps, and 2) keep locknuts hand tight.

If drains become clogged, use a rubber cup plunger. With water well up over the cup edge, work the plunger up and down rhythmically 10 to 20 times, which will build up pressure helping to clear drain. Plug any overflow outlet with a cloth. If the plunger does not work, use a plumber’s snake. When using a plumber’s snake be sure to turn the handle of the snake in the same direction when removing it as you did in inserting it. This will usually keep any matter attached to the snake from coming loose before it is removed. If the drain can be partly opened with the plunger or snake, boiling hot water (no hotter than 140 degrees for plastic pipe) may finish the job. If necessary, open, clean, and replace the trap under the fixture after placing a pan or bucket to catch the water.

Although it is sold commercially as a drain cleaner, never use caustic soda to open a drain. It will combine with the grease from soap or food waste to form an insoluble compound. Potash lye or caustic potash may be added to finish opening a drain, but never use them on a completely stopped up drain. They may take as long as overnight to work, and if you ultimately have to open the trap, the chemicals would be a hazard

WARNING: Because potash lye and caustic potash are highly corrosive, always pour them slowly into the drain to prevent splattering. Never pour water into the chemical. Wear old clothes, rubber gloves, and goggles or safety glasses. Never use a plunger on a drain after chemicals have been added; the water may splash and cause an injury or damage nearby surfaces. If the stoppage is in the line past the trap, try using the snake at the clean-out plug nearest the blockage. These plugs are located on the drain lines throughout the house.

PREVENTION: To avoid stopped up drains, a cardinal rule is never to pour grease into a drain or toilet. Ordinary washing soda (not baking soda) added to a drain on a regular basis will keep it clear of grease from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda, and follow it with just enough hot water to wash it down the drain opening. Let it set for 15 minutes and run more hot water.

SPECIAL NOTE: Your food waste disposal has special instructions to avoid stoppage, blockage and heavy grease buildup. Refer to the manufacturer’s instruction manual for details.

Faucets

CAUTION: DO NOT USE ABRASIVE CLEANERS ON FAUCETS. REFER TO MANUFACTURER'S CARE AND CLEANING INSTRUCTIONS.

If water flow is restricted, remove aerator and clean filter screen. If faucets drip, refer to Manufacturer's **Warranty** and **Instructions** for ordering and replacing the **Cartridge**.

Stainless Steel Sink

Do not use steel wool or harsh abrasives to remove water spots or stains. Use only **Stainless Steel Cleaner**. **Prolonged use of sink mats, drainers and other items that allow water to accumulate can cause rust stains to form. See warranty and care guide.**

Outside Faucets

While your home is equipped with all-weather, frost-free hose bibs, **DO NOT** leave hoses connected during freezing weather. Water may begin to freeze in this connected hose and cause damage to your hose bibs and interior plumbing lines.

Water Shut Off

All family members should know the location of the **Main** water shutoff, as well as other branch shut off and their function. Attach an identification tag to each. If a leak develops at a shutoff stem, remedy by tightening the **packing nut** around stem.

Water Heater

WARNING: DO NOT LEAVE CHILDREN UNATTENDED AROUND HOT WATER FAUCETS -- HIGH WATER TEMPERATURES MAY CAUSE PERMANENT BODILY INJURY.

The factory pre-set temperature is approximately 130° F. If you set the temperature much lower than 120° F, bacteria may grow. If it is set too high, however, burning may occur – be especially cautious if there are children in your home.

Once a year, turn off electricity or gas and the main water supply to the water heater, and connect a garden hose to the drain at the bottom of water heater. Flush sediment from the bottom of water heater by draining a sufficient amount until water appears clear. Open hot faucets in the kitchen and bathrooms to allow faster efficient flushing.

TO RESTORE HEATER TO SERVICE: **A.** Close bottom drain valve. **B.** Turn on main water supply, leaving hot faucets open until water runs from the spout. **CAUTION: Heater must be completely full of water!** **C.** Close faucets and turn on electricity. This should be done during off-peak hours of the electric utility company to allow the water to reheat immediately.

Waterline Condensation

If condensation occurs and you wish to remedy, refer to **WATER SUPPLY** section of this Guide.

ELECTRICAL SYSTEM

Service Entrance and Meter

Be aware of your utility company's underground wire location. Do not excavate or plant trees or landscaping over underground wires. Report any damage to the service entrance cable entering or leaving the meter to the Utility Co. and your Electrician. Do not build or place structures in front of the electric meter.

Main Breaker Panel

This panel contains a 200 Amp. main breaker which controls power to the entire house, as well as circuit breakers that control power to the individual circuits throughout the home; these circuits are identified on the directory inside the cover as to their function.

If a breaker 'trips', it may be caused by an overload (too much plugged into one circuit) or a faulty appliance connected to an outlet on that circuit.

To restore power to a "Tripped" breaker:

1. Disconnect all appliances plugged into the circuit.
2. Wait three minutes.
3. Reset breaker by switching it completely off than back on.

If the breaker continues to "trip" after disconnecting everything plugged into that circuit, call your Electrician to remedy the cause.

Arc-Fault Circuit-Interrupter

"A device intended to provide protection from the effects of arc faults by recognizing characteristics unique to arcing and by functioning to de-energize the circuit when an arc fault is detected" – NEC, 2002

Your home has specific branch-circuits with arc-fault protection as required by the National Electrical Code. The Arc-Fault Circuit Breaker(s) are located in the Main Panel providing arc-fault detection in addition to over-current short-circuit protection. Look for the circuit breaker that has a "TEST" button that can be seen without removing the front trim (cover) of the Main Panel.

Testing: (Do Monthly)

1. Assure the handle is in the "ON" position
2. Press "TEST" button

NOTE: If circuit breaker is operating correctly, circuit breaker will trip, handle will move to the tripped or center position. If circuit breaker does not trip, it must be replaced. A qualified electrician should perform this work.

3. To restore power move handle firmly to the "OFF" position and then to the "ON" position

GFCI - Ground Fault Circuit Interrupter

A GFCI is a special receptacle device intended to protect people from electrical shock. Its function is to de-energize the circuit when a current to ground exceeds some predetermined value (below human tolerance) that is less than that required to “trip” the regular circuit breaker of the supply circuit. GFCI protection is required for outlets in:

- Bathrooms
- Garage
- Outside
- Certain Kitchen Outlets
- Certain Basement Outlets

These outlets should be tested on a regular basis by depressing the “Test” button. If the unit is functioning properly, the “Reset” button will pop out, disconnecting the circuit. To restore power, push the “Reset” button until you hear a click.

GFCI’s may trip automatically due to their sensitivity to moisture and high humidity. If this is the cause, thoroughly dry the unit with a hair dryer before resetting in the above manner.

** Note that some regular outlets have the same GFCI protection (marked) as does the GFCI itself, because they are connected “downstream” in the same circuit as the GFCI device.*

** It is recommended that some appliances NOT be connected to a GFCI protected outlet, such as freezers and refrigerators.*

Switch Controlled Receptacle

A switch-controlled receptacle(s) is provided in the bedrooms, living room, and other rooms of the home without ceiling lights. This feature will allow you to control a plug-connected lamp from the wall switch near the entrance to the room.

Light Bulbs

When replacing a bulb, always use a bulb with a wattage rating equal to or less than the maximum wattage allowed (stamped on fixture) by the Manufacturer. Use of a larger lamp will cause fixture damage and is a fire hazard.

Grasp lamp socket while re-lamping to prevent damage to socket and wiring. (CAUTION: TURN OFF WALL SWITCH BEFORE REPLACING BULB).

Smoke Detector

Detectors, as required by local regulations, have been installed in certain areas of your home. Please refer to the Manufacturer’s instructions for proper testing and battery replacement (if necessary), as well as general and warranty information. Proper maintenance may save lives. Since the accumulation of dust on a smoke detector can cause the unit to activate it is necessary to occasionally clean the unit.

Telephone and TV Wiring

All interior wiring and wall jacks belong to you, the Homeowner, and are your responsibility for maintenance and repair. The telephone and cable companies own and are responsible for the wiring to your home only. NOTE: Be aware of prevailing utility company rules and regulations.

HEAT SYSTEMS

Fossil Fuel Furnace

BECAUSE EVERY STYLE AND BRAND OF FURNACE REQUIRES DIFFERENT USE, CARE, AND MAINTENANCE INSTRUCTIONS -- PLEASE REFER TO THE MANUFACTURER'S HOMEOWNER INFORMATION PACKET SUPPLIED WITH YOUR UNIT. FOLLOW DIRECTIONS. SEEK PROFESSIONAL HELP WHEN NECESSARY.

Important Safety Facts:

1. **KEEP THE FURNACE AREA CLEAR.**
2. **NEVER** store flammable materials of any kind near your furnace. Gasoline, solvents, and other volatile liquids should be stored only in approved containers outside your home. These materials vaporize easily, and are extremely dangerous.
3. **NEVER** store cleaning materials near your furnace, which can cause corrosion of furnace components.
4. **NEVER** use the area around your furnace as a storage area for items, which could block the normal flow of air required for proper operation of furnace components.
5. Proper ventilation of your furnace is essential. Keep combustion air intake and exhaust pipes clear of shrubs and other objects. Check and clean chimney periodically. Refer to CHIMNEY section of this guide.
6. Heat systems occasionally malfunction. Unless you are trained to make adjustments or repairs, you should rely on the skills of a professional. Also, call on a qualified service agency for an annual inspection and cleaning of your heating system.

Maintenance

For efficient operation, air filters should be cleaned or replaced every three months. Be sure to use the same size filter when replacing. Never operate your furnace without a filter in place.

Electric Baseboard Heat

This type of system is 100% efficient and can give many years of satisfactory performance with certain precautions and cleaning practices. Refer to the Manufacturer's Operating Instructions and Warranty information.

System Components

Power supply circuit breaker and wiring.

Wall Thermostat that controls the desired temperature. (See Below)

Baseboard Heater that contains a "heating element" and an automatic "thermal cutout" that functions to disconnect the heating element when sensing a higher than normal temperature in the heater. This is usually caused by something blocking the airflow through the finned element. The "thermal cutout" will reset automatically when unit temperature drops.

Thermostat

Individual room thermostats will allow you to control certain room temperatures independently. For the most economical operation of your system, select the lowest setting at which you are comfortable. Remember your operating cost goes up 3% to 8% for each degree of higher setting. **NOTE:** Temperature settings on the thermostat are to be used as a guide only. They should reflect the actual room temperature, to within a few degrees. For a more accurate temperature reading, place a separate thermometer on an interior wall location.

Do not place lamps or other heat sources in front of or under thermostats, to do so would not allow thermostat to sense and control a true desired comfort level temperature.

Drapes and Window Treatments

When installing window treatments over any portion of a baseboard heater, certain precautions should be exercised for a proper and safe installation:

When floor length drapes are used (for safety reasons, we do not recommend this):

Maintain a minimum distance of one inch between finish floor surface (top of carpet fabric) and the lowest portion of drape.

Maintain a minimum distance of three inches between front of heater and nearest natural hanging fold of the drape.

When drapes do not extend lower than the top of the heater, maintain a distance of eight inches between the top of heater and the lowest portion of the drape.

Failure to take the above precautions is a fire hazard and will prohibit proper functioning of the heater, causing discomfort and higher-than normal operating cost.

Cleaning

After each heating season, heaters should be cleaned to maximize performance and heater life, as well as minimize operating cost. For proper cleaning, refer to the Manufacturer's instructions and/or the following steps:

1. Turn-off all circuit breakers (in the Main Panel) identified as "Electric Heat."
2. Remove front of heater (notice original position for later replacement) exposing the finned heating element.
3. Use a Vacuum Cleaner with a soft brush to clean around entire finned element. If element fins are distorted, reposition before covering.
4. Replace heater panel.
5. Assure proper clearances stated in the "DRAPES and WINDOW TREATMENT" section of this guide.
6. Turn-on circuit breakers.

LP/Natural Gas Fired System

Natural gas itself is odorless, but a chemical called *mercaptan* is added to it. The chemical has a very unpleasant smell, like that of rotten eggs. It's added by the gas company to tip you off to any leaking gas. A gas leak is potentially very dangerous! Make sure all members of your family know what to do if they smell gas.

Safety Suggestions

The construction of your home exceeds the minimum thermal requirements, as established in the “Model Energy Code.” This efficient construction reduces the amount of air infiltration from outside sources into your home. Some appliances, such as wood stoves, fireplaces, gas appliances, and some water heaters require outside air to operate properly. Since outdoor air infiltration is reduced, the chance of indoor air contamination has increased.

Carbon monoxide is a colorless, odorless, tasteless, poisonous gas produced by the incomplete combustion of fuels, such as natural gas, propane, heating oil, kerosene, coal, gasoline, wood, and even tobacco smoke. When properly installed and maintained, your equipment will not contaminate your indoor air quality. Equipment failure, poor maintenance, blocked vents and flues, and downdrafts will contribute to indoor air contamination.

Because we are concerned about your health and welfare, we suggest the purchase and use of a carbon monoxide detector. Even in the best situation when vents are inspected regularly and proper preventative maintenance is followed, problems can spontaneously arise. With this in mind, we encourage you to research the various carbon monoxide detectors and choose the product that is appropriate for your home and living conditions.

What To Do If You Smell Gas

**DO NOT LIGHT MATCHES OR TRY TO TURN ON ANY APPLIANCES.
DO NOT TURN LIGHTS ON *OR* OFF. DO NOT USE THE TELEPHONE.
IF POSSIBLE, NOTIFY EVERYONE IN THE BUILDING TO LEAVE
IMMEDIATELY.
IMMEDIATELY CALL YOUR GAS SUPPLIER FROM A NEIGHBOR’S PHONE.
FOLLOW THE GAS SUPPLIER’S INSTRUCTIONS. IF YOU CANNOT REACH
YOUR GAS SUPPLIER, CALL THE FIRE DEPARTMENT.
DO NOT RE-ENTER YOUR HOME UNTIL THE GAS COMPANY HAS TOLD
YOU IT’S SAFE TO DO SO.**

INSPECT BURNER FLAMES - Periodically, you should inspect the burner flames of the furnace. The flame should burn with a clear blue color. If it is blue, chances are your burner is adjusted properly and is doing its job efficiently.

A yellow flame may indicate that your burner isn’t operating efficiently. Call a qualified technician to perform necessary adjustments. Don’t try to service gas burners yourself!

Heat Pump

How A Heat Pump Works

A heat pump does just what its name says. It pumps heat *out* of your house in the summer and *into* your house in the winter. This means that your heat pump does the work of both a furnace and a central air-conditioning system.

Your heat pump is called a “split-system,” which consists of an indoor unit (which houses an auxiliary electric heat section, blower motor, and indoor coil section) and an outdoor unit (which houses a compressor, fan motor, and outdoor coil section). Insulated refrigerant lines connect these two units. It is referred to as an “air to air” system because it absorbs heat from the air.

IMPORTANT!!

Before you start your heat pump in either the heating or cooling mode, check the following:

1. To prevent damage to your compressor, be sure the power has been turned on to the outdoor unit at least ten hours in advance of startup.
2. Check to make sure the air filter is clean in the indoor unit.
3. Make sure all supply registers and return air grilles are open and free of obstruction.

Defrost Cycle

When the outdoor temperature drops below 45 degrees, frost may start to form on the outdoor coil. Frost buildup will be the heaviest on humid days when the temperature is between 35-45 degrees F. The outdoor unit has an automatic defrost control which will reverse the (refrigerant) system and stop the outdoor fan to defrost the coil when needed.

At times, the coil may be almost completely covered with frost. This is normal unless the frost continues to build into a thicker layer with areas of hard clear ice. If this buildup occurs, **call your service technician.**

IMPORTANT THINGS TO REMEMBER ABOUT THE DEFROST CYCLE:

1. Water must drain away from the coil and unit to prevent damage from ice build-up. Keep snow cleared away.
2. During the defrost cycle, the outdoor fan stops, the unit may make strange hissing or gurgling noises and produce a cloud of steam. This is normal.
3. If you notice excessive frost and clear ice build-up on the coils, call your service technician.

How To Operate Your Heat Pump

Refer to the Manufacturer's Owners Manual to acquaint yourself with the proper operating and maintenance instructions.

THERMOSTAT – The control center for your heat pump is the thermostat. While there are different brands and types, their thermostat controls are very similar. Following is a list of thermostat features and a description for each:

COOL – Turns on cooling when temperature rises above the set point.

HEAT – Turns on heat pump when temperature drops below the set point. If room temperature drops 2 degrees or more below the set point, auxiliary electric heating turns on. There may be a light on the thermostat that will turn on to indicate when the auxiliary electric heat is on.

AUTO – Your thermostat may have a feature that turns on heating or cooling to maintain a set point temperature.

OFF – Turns off both heating and cooling modes. The indoor fan can still operate in the **FAN-ON** mode.

FAN-ON – The indoor fan will run continually.

FAN-AUTO – Indoor fan cycles on and off to maintain a heating/cooling set point temperature.

EMERGENCY HEAT – Turns off both the heat pump compressor and fan located in the outdoor unit, providing heat from the auxiliary electric heaters only. A light on the thermostat will turn on to indicate that the system is operating in the emergency heat mode. Use this setting if you suspect heat pump problems.

CHOOSING A SET POINT TEMPERATURE – For the most economical operation of your system, select the highest summer setting and the lowest winter setting at which you are comfortable. Typical set points are 78 degrees on cooling and 70 degrees on heating. Your operating cost goes up 3% to 8% for each degree lower setting in summer and for each degree higher setting in the winter.

When heating, let the heat pump do the heating whenever possible. The heat pump typically costs less to operate than the auxiliary electric heat. If you move the heating set point lever up 2 degrees or more at one time, the auxiliary electric heat will come on, increasing your operating cost.

Maintenance Of Your Heat Pump

DANGER: SHUT OFF ELECTRICAL POWER BEFORE PERFORMING ANY MAINTENANCE TO PREVENT DEATH OR SERIOUS INJURY.

BLOWER MOTOR & WHEEL – Clean accumulated dust with the use of a bristle brush and vacuum annually.

FILTERS – Your heat pump is equipped with one of these types of air filters:

1. Glass fiber (throwaway) – When these are dirty, replace them with the **same size and type**. Never attempt to clean them.
2. Foam or Plastic Fiber - Clean by soaking in mild detergent water and rinsing with warm water.
3. Aluminum Mesh - Wash with warm mild detergent water and rinse. Re-coat per manufacturer's instructions. They **will not** filter out dust as effectively without the adhesive coating.
4. Electronic (optional attachment) - Follow Manufacturer's cleaning instructions.

Dirty filters are the most common cause of Compressor failure and inadequate heating and cooling performance. Clean or replace filters once a month or more often if needed. **DO NOT** operate system without a filter in place.

LUBRICATION – The compressor requires **NO** oiling or other maintenance. Fan motors usually have pre-lubricated bearings and may not require oiling for an indefinite period of time. However, follow the Manufacturer's instructions furnished with your installed unit.

CAUTION: Replace all service panel covers before turning on electrical power.

Operating/Energy Efficiency Tips

1. Keep the air filters clean
2. Leave the power to the outdoor unit on at all times. If your home loses power, turn the thermostat system switch to OFF until the power has been back **ON** for as long as the power was **OFF** (up to 10 hours). Switch to emergency heat, if needed, when the heat pump is off.
3. Free air flow is essential. Keep the outdoor coil free of grass clippings, weeds, and other debris. Keep shrubs, snowdrifts, and other obstructions at least two feet away for the coil air inlets. Do not distort or damage the coil fins.
4. Keep supply registers and return grilles open and clear of obstructions.
5. Use bath and kitchen exhaust fans only when necessary.
6. Keep doors and windows closed.
7. Let the sun shine in during the winter. Block it out during the summer.
8. Nighttime setback of the thermostat is not recommended. Moving the heating set point lever up 2 degrees or more at one time will turn on auxiliary electric heat, thus costing more than anticipated savings.
9. Keep lamps and other heat sources away from the thermostat.
10. Cleaning and waxing (auto wax) the cabinet of the outdoor unit will improve its appearance and extend the life of the finish.
11. Familiarize yourself with the location of all system circuit breakers and switches.
12. When the system is operating in the normal heat pump mode (after one minute into the cycle), cautiously touch the largest refrigerant pipe connection at the indoor unit. If the system is functioning properly, you will feel a certain degree of warmth. In the **cooling mode**, the same connection will feel **cold**.

Troubleshooting

If your heat pump is not working properly, check these points before you call a Technician:

1. Make sure all supply circuit breakers in the main breaker panel are turned on. Make sure service switches at the outdoor and indoor units are turned on.
2. Your outdoor unit may have a high or low-pressure switch, which will not allow the unit to run if the pressure is too low or too high. The switch has a **reset** button near the refrigerant fitting. Push button to reset, and the unit should run. If switch trips again, **DO NOT RESET**. Call a Service Technician.
3. Check the thermostat settings. The system switch should be set to **HEAT, COOL or AUTO**, and the temperature set point must be above room temperature on heating and below room temperature on cooling for the system to start.
4. Make sure airflow is not restricted. Indoors, check registers, grilles, and filter. Outdoors check inside and outside of the coil, and observe if fan is running. (**Note that fan stops for a short time in the defrost cycle**).

Call for Service

Call a service technician if:

1. You hear unusual noises.
2. You observe clear solid ice buildup on the outdoor coil.
3. The heat pump is short cycling (turning on and off rapidly) and not heating or cooling properly.

Periodic preventive maintenance by a Professional Service Technician will help keep your heat pump operating at peak efficiency and reduce the chance of major repairs.

LIGHTING FIXTURES

RECOMMENDATIONS FOR THE CARE AND CLEANING OF POLISHED BRASS FIXTURES (INDOOR AND OUTDOOR) FOR PROGRESS LIGHTING CO. PRODUCTS

DO:

1. Use a clean soft (dry or dampened with water) cloth when cleaning the brass surfaces.
2. To protect the lacquer finish, apply a non-abrasive car wax paste or liquid with a soft cloth as soon as possible after installation, and periodically thereafter.

Recommended products:

1. Turtle Wax Non-abrasive Paste, Stock #T-131.
2. Turtle Wax Non-abrasive Liquid Stock #T-130.
3. Blitz Manufacturing Co. #122 Lacquered Brass Care Cloth. This cloth is impregnated with silicone and has been used successfully in the past.

DO NOT USE THE FOLLOWING PRODUCTS TO CLEAN YOUR LIGHTING FIXTURES (They can severely damage the lacquer coating on solid brass or plated parts):

1. Cleaners containing **Ammonia** or **Alcohol**.
2. **Pledge** made by S.C. Johnson & Son & Johnson Brite.
3. **Windex** and **Endust** made by Brackett Products Co.
4. **Glass Plus** and **Fantastic** made by the Dow Chemical Co.
5. **409** made by the Clorox Co.

(If using any of the above products to clean the glass portion, extreme care must be taken so they do not contact the brass metal).

APPLIANCES

REFER TO MANUFACTURER'S HOMEOWNER MANUAL FOR "CARE AND MAINTENANCE." COMPLETE AND RETURN WARRANTIES TO THE MANUFACTURER TO VALIDATE THEIR USE.

Garbage/Waste Disposal

Run cold water into disposal side of sink before turning on the disposal, and continue running plenty of water while in use.

If disposal becomes jammed **TURN IT OFF IMMEDIATELY**, use the wrench provided (in a plastic pouch near disposal) by inserting in bottom of unit and turning until disposal turns freely. If unit does not start, check the following:

1. Use a flashlight to check for objects that should not be in the disposal. **NEVER PUT YOUR HAND INTO THE DISPOSAL TO REMOVE OBJECTS OR CLEAN THE MECHANISM.**
2. Push the reset button until you hear a click. (On bottom of unit)
3. Be sure the power cord is plugged-in.
4. Check the circuit breaker in the main breaker panel.

REMEMBER: Dishwasher wastewater drains in the Disposal.

Electric Range (Free Standing)

When moving your range to clean it, **TURN OFF THE CIRCUIT BREAKER**. To unplug the electric cord: Remove drawer completely to expose plug and receptacle. Grasp plug firmly and pull straight out. **DO NOT PULL ON CORD**. Push range completely into place before reinserting electric plug. Neatly fold cord out of the way of drawer travel.

Dishwasher

Turn on hot water at the kitchen sink until water gets hot, and then start dishwasher cycle. This will assure hot water to the dishwasher immediately for best results. It's normal to see some dishwasher wastewater back up into the kitchen sink when the dishwasher is in the drain cycle.

Should you ever need to service your dishwasher, the water shutoff is located under the sink or in the basement directly under the dishwasher, and there is a dedicated circuit breaker in the main breaker panel.

Range Hood & Fan

Proper cleaning of the filter is essential for safe and efficient operation.

If your home has a ductless range hood, refer to the manufacturer's instructions about cleaning or replacement of the charcoal filter.

If your range hood is vented to the outside, check that the range hood damper is in the open position during fan operation.

When replacing the light bulb, do not exceed allowable maximum wattage. This can damage the socket and is a fire hazard.

OVERHEAD GARAGE DOOR

Important Safety Notice

The overhead door is constructed of high quality components to provide years of continued service. Since it is a large moving object, periodic maintenance along with the following cautionary directions should be observed to insure safe and reliable operation.

1. Operate the door only when properly adjusted and free of obstructions.
2. The door is constantly under extreme spring tension. Repairs and adjustments, especially to cables and the spring assembly, can be hazardous and should be performed by qualified garage door service technicians only.
3. Do not permit children to play with the garage door or electric controls.
4. If the door is (or later becomes) electrically operated, you must disable the lock system and remove the pull down rope (if over 12”).
5. Avoid standing in the open doorway or walking through the doorway while the electrically operated door is moving.
6. Do not place hands between section joints or near tracks and hinges, as severe injury to hands could result.
7. Open and close a garage door from the center only, using the pull rope and/or handle.
8. Should the door become hard to operate or completely inoperative, it is recommended that a qualified garage door service agency be contacted.

The foregoing safety directions have been approved and recommended by the NATIONAL ASSOCIATION OF GARAGE DOOR MANUFACTURERS.

Maintenance and Repair

***WARNING* - Springs, cables, pulleys, and other hardware are under high tension. Only qualified individuals should adjust or repair them.**

Periodically:

1. Lubricate moving parts such as hinges, rollers, pulleys, movable lock parts and bearings, with a silicone spray.
2. Inspect all components for wear. Have a qualified technician make any necessary repairs.

Automatic Garage Door Opener

Please consult your garage door manufacturer's instructions before installing an opener.

WARNING:

DO NOT STAND OR WALK UNDER A MOVING DOOR! DO NOT LET CHILDREN PLAY "BEAT THE DOOR." THESE KINDS OF CHILDREN'S GAMES ARE EXTREMELY DANGEROUS AND CAN RESULT IN SERIOUS INJURY OR DEATH.

DO NOT LET CHILDREN PLAY WITH OR USE THE TRANSMITTERS OR REMOTE CONTROL. TEACH YOUR CHILDREN ABOUT DOOR SAFETY. KEEP THE DOOR IN SIGHT UNTIL IT COMPLETELY CLOSES.

PERIODICALLY TEST THE BALANCE OF YOUR DOOR. Start with the door closed.

Disconnect the garage door opener release mechanism so you can operate the door by hand. You should be able to lift the door smoothly and with little resistance. It should stay open around three to four feet above the floor. If it does not, it is out of balance. Have it adjusted by a professional.

TEST THE REVERSING FEATURE EVERY MONTH (After testing the balance as stated above). With the door open, place a 1" thick piece of wood laid flat, on the floor in the door's path at approximately the center of the door. Push the control button to close the door. The door opener **must reverse and open the door** when it strikes the wood **TO PREVENT SERIOUS INJURY OR DEATH**. If the opener does not reverse, refer to the manufacturer's instructions for adjustment procedure. Also, test the force setting of your garage door opener by holding up the bottom of the door as it closes. If the door does not reverse **readily**, the force is excessive and needs adjusting.

EMERGENCY RELEASE CORD AND HANDLE: When pulled, this will separate the trolley mechanism, allowing **manual** operation of the door. To **re-engage**, move the emergency release mechanism lever **forward** and then operate normally using the pushbutton. The two parts of the trolley mechanism will automatically reconnect.

LANDSCAPING

The overall beauty of your new lawn and landscaping will be dependent on you, the homeowner, to provide timely fertilizer, weeding, trimming, mowing and, of course, watering. 'Mother Nature' will ultimately play a large role also. Droughts, flooding, freezes, heat waves, insects and blights can play havoc on the landscaping of a new home. Every attempt will be made to properly prepare your lawn and landscaping but it is ultimately up to you and 'Mother Nature' to keep it healthy and lush.

Grading

Please refer to the **EXTERIOR OF THE HOME** section. Drainage swales that were sized and sloped to manage storm water runoff must be maintained and kept free of debris. As the earth around the home settles and forms depressions, fill these areas with topsoil after removing any mulches, so that water will drain away from the foundation.

Lawn Care

Watering: Water is the basic requirement of your new lawn and the needed frequency of watering will depend on soil types, temperature, wind, rain, grass type and maintenance practices. Water your lawn thoroughly to a depth of 6" to 8" when the soil begins to dry out. For seeds to germinate evenly, the top layer of soil must stay constantly moist. Apply water as uniformly as possible and no faster than the soil can absorb it.

Early morning is the ideal time to apply water. Morning watering usually takes advantage of less wind and milder temperatures, so the water has time to soak down to the plant roots without evaporating. Applying water in the evening and/or leaving a water-soaked lawn overnight *may* promote disease in some areas. However, the best guide is to water when the lawn needs it.

Mowing New Lawns: Newly seeded lawns are more delicate than established lawns, which is why care must be taken when mowing new lawns. The soil is soft and the grass is not deeply rooted at the time of the first mowing. If the soil remains too soft to mow without damage, *wait*. Let the lawn continue to grow, then lower the cut 3/4" every mowing until the lawn reaches the desired height.

Mow your grass often enough so as not to remove more than 1/3 of the grass blade height per mowing. Leave grass clippings on the lawn. This will return nutrients to the soil. Remove clippings only if they become matted and block light from the grass.

Fertilizing: Lawns must be fertilized to maintain good color, density and vigor, as well as to make lawns less susceptible to disease, insects and weeds. When under-fertilized, the lawn is not only less attractive, but also considerably more susceptible to environmental stress and damage. Fertilizing your lawn on a regular schedule, following the manufacturer's suggested mix, apply date and spread ratio for your grass type and environment will promote a healthy attractive lawn.

Reseeding: Bare spots are inevitable on all newly seeded lawns and can be spot-seeded in the fall season after taking/loosening the soil. Prior to seeding, add topsoil in areas that have washed out because of storm. To promote seed germination, follow a proper watering schedule and apply a starter fertilizer at the recommended rate.

If your lawn had a straw cover applied over the seeded area, it is not required or recommended that you remove the straw, because it will decay into the soil. However, if the straw becomes concentrated in one area, it should be re-spread over a larger portion or removed.

ASPHALT PAVING

Important Facts

Since the liquid in asphalt paving needs time to cure (usually six to twelve months), your driveway will remain soft and pliable through the first year. You may walk on your new driveway immediately, but keep automobile traffic off of it for at least three full days (and longer in hotter temperatures). During the first six to 12 months, while your driveway is curing, don't park in the same spot every time. Be careful not to turn your steering wheel back and forth when the car is not moving. Avoid using jack stands or car ramps unless a piece of plywood is placed under them to help distribute the weight. In general, avoid excessive or concentrated weights, especially in hot weather. Even after the asphalt has cured, do not expect it to be as hard as concrete.

Avoid gasoline, oil, antifreeze, power steering and transmission fluid spills and leaks. Any hole by these spills should be filled with cold patch. Any hairline cracks that may have developed over the winter due to the expansion and contraction of the ground should be repaired with crack filler. These products can be purchased from your local building supply store.

The edges are the weakest part of your driveway due to the lack of side support. Avoid driving on the edges since they will crack and crumble in time. We suggest building up the sides of your driveway with topsoil, this will support the edges and enhance the appearance after the grass has grown.

Although every effort is made to avoid puddles in your driveway, some small ones are inevitable, depending on the natural slope and drainage of your ground. Driveways may look smoother in some areas than others simply because of the makeup of asphalt. It is made of various sizes of stone, sand, liquid and other ingredients, which will cause a varied surface texture.

To extend the life of your new driveway, it is advisable to seal-coat it three to twelve months after it has been paved and every two to three years thereafter. A professionally applied asphalt-based sealer is recommended. Avoid the use of coal tar-based products. Sealer protects the asphalt surface, maintains the good looks of your driveway and reduces the risk of damage caused by freezing sub-soil. Unprotected driveways remain porous, dry out, become rough and lose their life rapidly.

SEASONAL TASK LISTS

At S&A Homes we want to help you understand how to extend the life of your home through regular maintenance. Each season presents its set of maintenance requirements. Performance of regular preventive maintenance will protect your home's value and avoid potentially costly repairs. Below are recommended seasonal maintenance to care for your home. If you don't feel comfortable completing any of these tasks, please contact a qualified professional.

Spring

- Change or clean furnace filter (monthly).
- Check and clean smoke detectors.
- Check dehumidifier for proper operation.
- Check septic alarm (if applicable).
- Check sump pump operation and flush system.
- Check that crawl space vents are open.
- Clean fins on outside AC condensing unit.
- Clean gutters and downspouts.
- Consider applying pest control annually.
- Have carpet cleaned.
- Inspect AC unit for proper operation.
- Inspect backsplash caulking and re-caulk as needed.
- Inspect downspouts and splashblocks for proper drainage away from home.
- Inspect exterior paint, stain or siding, putty and caulking.
- Inspect shower and tub caulking and re-caulk as needed.
- Inspect the roof and roof vents.
- Inspect weather stripping on all doors.
- Install screens.
- Lubricate patio screen door rollers and clean tracks.
- Re-seal wood fences.
- Seed and feed lawn.
- Test GFCI (Ground Fault Circuit Interrupters) and Arc-Fault circuits.
- Use wood conditioner on all wood cabinets.

Summer

- Change or clean furnace filter (monthly).
- Check and clean smoke detectors.
- Check dehumidifier for proper operation.
- Check sump pump operation and flush system.
- Check that crawl space vents are open.
- Condition your deck.
- Deep-water shrubs, trees and lawn.
- Inspect backsplash caulking and re-caulk as needed.
- Inspect downspouts and splashblocks for proper drainage away from home.
- Inspect plumbing fixtures for leaks.
- Inspect shower and tub caulking and re-caulk as needed.
- Lubricate door hinges with silicone spray.
- Re-seal driveway.
- Test GFCI (Ground Fault Circuit Interrupters) and Arc-Fault circuits.

Fall

- Caulk and seal any exterior concrete cracks.
- Change or clean furnace filter (monthly).
- Check and clean smoke detectors.
- Check dehumidifier for proper operation.
- Check for ground settlement around foundation and fill where needed.
- Check septic system if needed. Refer to Homeowner's Guide for timetable.
- Check sump pump operation and flush system.
- Check that crawl space vents are open.
- Clean fireplace and chimney.
- Clean gutters and downspouts.
- Drain outside faucets and remove all hoses.
- Have carpet cleaned.
- Inspect backsplash caulking and re-caulk as needed.
- Inspect downspouts and splashblocks for proper drainage away from home.
- Inspect furnace for proper operation.
- Inspect shower and tub caulking and re-caulk as needed.
- Inspect the roof and roof vents.
- Inspect window and door caulking and re-caulk as needed.
- Rake and compost leaves.
- Remove, clean and store screens.
- Seed and feed lawn.
- Test GFCI (Ground Fault Circuit Interrupters) and Arc-Fault circuits.

Winter

- Change or clean furnace filter (monthly).
- Check and clean smoke detectors.
- Check for ice dams on your roof.
- Check dehumidifier for proper operation.
- Check sump pump operation and flush system.
- Check that crawl space vents are open.
- Clean aerators on faucets and shower heads.
- Verify outside hose bibs are drained and off.
- Inspect backsplash caulking and re-caulk as needed.
- Inspect dryer vent for lint and debris.
- Inspect shower and tub caulking and re-caulk as needed.
- Verify that furnace intake and exhaust areas are cleared of snow.
- Test GFCI (Ground Fault Circuit Interrupters) and Arc-Fault circuits.
- Minimize the use of ice melt chemicals on concrete.



SAhomebuilder.com



"We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status or national origin."

say hello to the
e-home
energy efficient. eco-friendly.