

# Home Owner's Expectations Manual



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# **EASTBROOK HOMES HOME OWNER'S EXPECTATIONS MANUAL**

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## **Congratulations on the Purchase of Your New Home!**

Thank you for purchasing your new home from Eastbrook Homes, Inc. We consider it a privilege to have the opportunity to provide you with a home that we trust will meet the needs of you and your family for many years and generations to come.

Eastbrook Homes was formed in 1967 and has been involved in the construction of many thousands of homes, condominiums and apartments in Michigan. With over 40 years of experience in the residential industry, we are able to provide you with a quality, well- built home. We have truly dedicated office, construction and sales staff whose tireless efforts and enthusiasm make building quality homes possible. Individually, these people average over 14 years of experience in the construction industry.

Eastbrook Homes has been recognized many times over for its excellence in design and construction. Our homes have won numerous awards for construction, design, floor plans and elevations nationally as well as in the West Michigan market. Twice Eastbrook Homes has been awarded the prestigious Design for Better Living Award from the American Plywood Association. Our developments have won awards from Michigan Department of Environmental Quality, Grand Rapids Fair Housing Center and Grand Valley Metro Council.

All of us at Eastbrook Homes look forward to working with you on the creation of your new home.



Michael A. McGraw  
Chief Executive Officer  
EASTBROOK HOMES INC.

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## Who's Who?

Two-way communication is a vital ingredient to a happy and mutually satisfactory relationship. Understanding what is happening and to not know to who to talk to are keys to making this happen. We believe that it is our responsibility to establish and maintain clear lines of communication. The personnel listed below are glad to assist you, answer your questions or find the answers to your questions.

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Sales Person

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Home Creations Consultant

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Construction Manager

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Customer Service Coordinator

[customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com)

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## About this Manual

Your new home is a product of our commitment to excellence in location, design, materials and construction. From the time that you visit our models and sign a Purchase Agreement, we want you to understand every step of the home buying and construction process. We have created this manual to provide a guide from the time you purchase your home until after you and your family move in.

**PLEASE BRING THIS MANUAL WITH YOU EVERY TIME YOU VISIT THE COMMUNITY, MEET WITH YOUR SALES PERSON OR HAVE ANY MEETING TO DISCUSS YOUR HOME.**

Building a home is a collaborative effort between the builder and home buyer. The purpose of this manual is to help identify not only the builder's responsibility but yours as well. During the process there may be bumps in the road where we work together to come up with a fair solution.

You will find the answers to many of your questions in this manual. In addition to the Table of Contents, a complete index can be found at the back of the manual.

**Your home is covered by a 1 Year Limited Warranty provided by Eastbrook Homes Inc.** Information on our warranty can be found in this Expectations Manual. Please review the warranty and contact your construction manager or sales person if you have any questions.

After you move into your new home, you will find that our dedication to Customer Satisfaction continues. This policy is designed to ensure that you enjoy living in your home as much as you did choosing and buying it! Contact Customer Service for questions and to request warranty service after you move in.

**Bold text** - When you notice bold text within the normal text - such as this, please read carefully.

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## General Information and Overview

### GETTING STARTED

#### Sales Person

We take pride in the sales people employed by Eastbrook Homes. They share our commitment to quality, integrity and reliability. **Your sales person is a great source of information during the purchase phase. During the Home Creation phase your primary contact is our Home Creation Manager.** After you move in, please contact Customer Service for questions and for customer service requests.

#### Home Creation Studio

After your Purchase Agreement has been accepted, you will be given a schedule to personalize your new home with design and selection options. You will be asked to commit to a schedule that will ensure that the production of your new home is ready by the estimated completion date. **It is very important that you adhere to the schedule.**

#### Important Appointments

We will notify you of appointments and important dates. For example, we require a formal loan approval from your lender within 5 business days after you sign your purchase documents. You will be contacted by the Closing Manager and your lender requesting vital information concerning your purchase. It is very important that you respond to the inquiries promptly and completely. Your Home Creations Manager will provide specific deadlines for options selection.

**The sales office can be a busy place. Therefore, it is best to contact in advance to make an appointment to see your sales person. Weekday appointments are easier to accommodate than weekend appointments. You are important to us, and we will do everything we can to be available for you at your convenience.**

#### Written Agreements

**For your protection and ours it is absolutely necessary that any agreements between you and Eastbrook Homes that depart from your purchase agreement are documented on an approved form and signed and executed by both you and our authorized representative.** These agreements include any changes in options and financing. This policy extends through the purchase process and through the construction process, and it remains in effect after you move in.

#### Estimated Completion

After you have completed your journey through our Home Creation Studio and we have completed your plans specifically for your home, you will meet with your construction manager for a “plan review” meeting. At this point the construction manager will establish an estimate of when your new home should be ready. This estimate is arrived at by assuming timely receipt of loan pre-approval and by considering the best possible scenario for the construction process. **However, many factors – your ability to make timely decisions, weather, material deliveries, labor availability, scheduling conflicts, inspections, and many other issues influence the completion of your new home.** Therefore, we ask that you regard this as our best estimate and one that we fully intend to meet but realize that it may change. We will keep you informed of any changes to this estimate.

**WE WILL NOT BE RESPONSIBLE FOR ANY ADDITIONAL COSTS RESULTING FROM A DELAY IN COMPLETION SUCH AS A RATE LOCK.**

**PLEASE DO NOT MAKE PLANS FOR MOVING UNTIL WE HAVE GIVEN YOU A COMPLETION DATE. WE PROVIDE THIS DATE IN WRITING ABOUT 15-30 DAYS PRIOR TO CLOSING.**

After the Certificate of Occupancy has been issued, we will expect you to close. If you fail to do so, you will be responsible for the carrying costs in accordance with the purchase agreement.

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## Financing your home

One of the services that can be provided by Eastbrook Homes is assistance in arranging a home loan. **We require that you submit a mortgage application to one of our preferred lenders.** However unless stated in your purchase agreement, you are under no obligation to use the services of our preferred lending partners and may use the lending institution of your choice. Eastbrook will not start your home until we have a written mortgage approval letter from your lender that meets our satisfaction.

**We make no representation or warranty with respect to the interest rate, other terms of financing, availability of financing, when or if you will qualify for financing or the administration or enforcement of the loan after closing.** Prior to “locking in” the terms of your loan, you should contact both your lender and your sales person to minimize any confusion with delivery dates and closing schedules.

### Mortgage Applicant Checklist

To complete your application in one visit, please bring the following items with you to your application interview. These items apply to both you and your co-borrower.

Please bring the following items:

- Signed purchase agreement for the property and any addendum which changes the price

### Employment and Personal Financial Information

- Social Security numbers.
- Pay stubs for the past 30 days.
- W2 forms for the past two years. (If earnings include commissions or if you are employed by a family member, include your personal tax returns for the past two years.)
- Names, addresses and telephone numbers for your employers for the past two years.
- If self-employed: Personal and corporate tax returns, including all schedules; financial statements, including balance sheet and income statements - all for the past two years and for the year-to-date.
- If you are divorced, a copy of your divorce decree.
- All bank, stock and credit union statements for the past three months.
- Names, addresses and account number of each mortgage lender or landlords for the past 12 months.
- Creditor list, including names, address, account numbers, balances and monthly payments.
- If you have sold your present home to pay for your new home, a copy of the purchase agreement and/or a copy of the closing account.

### Mortgage Processing

A loan application must be made not more than 5 days after signing the purchase agreement. By submitting all the required information in a timely fashion and responding quickly and accurately to all requests you can help to assure a smooth process.

Mortgage applications take from four to six weeks processing time for final approval. Under your purchase agreement, you must have final unconditional loan approval within a specified time period. Any changes in the lender or terms of the loan within this time period may cause a delay in closing

### Title Company

In this area builders, home buyers and lenders use a neutral, third party called a title company to close the final sale and mortgage loan, if any. It is important that you respond quickly to any calls or correspondence from the title company.

A title company officer employed by the neutral title company will be helping you through the title process as well as the Closing Manager who is employed by Eastbrook Homes.



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## Personalizing Your Home

Personalizing your new home is exciting. Our Home Creation Studio offers a variety of options that have proven to provide the combination of style, function and durability that our family of home owners prefer.

To maintain quality, safety, control and for insurance purposes, only subcontractors directly under contract with us are allowed to participate in the construction of your new home. Any options you do not purchase through Eastbrook cannot be installed until after closing.

### Substitutions

Occasionally it will be necessary for us to deviate from our original specifications, and we will be required to make substitutions for certain materials, products, equipment, appliances, brands, etc. We reserve the right to substitute a new model, color, style or pattern. We will substitute the closest possible match of equal or greater quality with the sole determination to be made by the builder. We will choose a new material rather than stop construction and delay completion of your new home.

Further, we always reserve the right to make substitutions and modifications without advance notification and without approval by you of a material or process when we believe such changes will improve quality, eliminate future service problems, lower maintenance cost and/or generally enhance the livability of your home. Also a modification to the design of your model, which may not appear on the sales plan, may be required. We make every effort to keep the sales literature up to date. Occasionally a change occurs too rapidly to incorporate it into current sales information. We will do our best to keep you informed of any such modifications, but we reserve the right to make such modifications without advance notice to you or your approval.

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## Home Creation Studio

Helpful Hints for your appointments at the Home Creations Studio:

- Please prepare ahead of time by reviewing your **Personal Choices** catalogue and noting your questions and priorities.
- We would like to recommend that you make child care arrangements for your children so that you can pay full attention to the important decisions that you need to make. We do not have accommodations for your children at the Home Creation Studio
- Please wear comfortable clothing. We will be working with many samples and moving throughout the Home Creation Studio. We want you to enjoy this wonderful experience in comfort.
- Come prepared for fun. We will expertly guide you through the personalization process so that you can enjoy this exciting part of your home buying experience.

Please bring the following to your appointment:

- Samples of fabrics or other materials you will be using in your new home. This will help us coordinate colors and products. You are welcome to bring photographs from magazines or catalogues or samples of finishes, fabrics and accessories that you will be using in your new home.
- Bring a camera in case you would like to take photographs of your selections.

## Responsibilities and Timeline Prior to Start of Your Hometown Series Home

**Day 1** Home Creation Center will be notified of the sale

**Day 1 - 14** Home Creation Center is to contact Buyer within 2 days of being notified of the sale

- ✓ Preview night will be scheduled for the following Tuesday.
- ✓ First Selections appointment will be scheduled 1 week post preview night.
- ✓ All Buyers must attend preview night prior to first design meeting.

**Day 14 - 21** The first selections appointment

- ✓ All color and style selections to be completed during one three-hour appointment
- ✓ Customers are encouraged to personalize their home with the pre-priced choices and selections found at the Home Creation Studio. In some cases our customers want personalization beyond the scope of available options. Eastbrook Homes is happy to entertain these requests, via "custom change requests". Pricing will be provided for these custom change requests at this meeting.
- ✓ Any changes after this meeting will be subject to approval and a \$200 processing fee. This fee is non-refundable unless the request is denied by Eastbrook.
- ✓ **Collect 10% deposit for custom change requests**
- ✓ **Collect Preconstruction deposit per Purchase Agreement.**

**Day 21 - 30** Eastbrook Homes creates comprehensive detailed building plans specifically for your home on your building site.

**Day 31 - 33** Plan Review Meeting. Buyer meets with the construction manager and sales person to review plan sign-off on starting their new home.

## **Responsibilities and Timeline Prior to Start of Your Americana or Designer Series Home**

In order to provide the best value and experience, you will need to follow the timeline detailed below:

**Day 1** Home Creation Center will be notified of the sale

**Day 1 - 14** Home Creation Center is to contact Buyer within 2 days of being notified of the sale

- ✓ Preview night will be scheduled for the following Tuesday.
- ✓ First Selections appointment will be scheduled 1 week post preview night.
- ✓ All Buyers must attend preview night prior to first design meeting.

**Day 14 - 21** The first selections appointment

- ✓ All color and style selections to be completed during one three-hour appointment
- ✓ Customers are encouraged to personalize their home with the pre-priced choices and selections found at the Home Creation Studio. In some cases our customers want personalization beyond the scope of available options. Eastbrook Homes is happy to entertain these requests, via "custom change requests". It is critical that the customer recognize that the timelines allowed to make these determinations be followed.
- ✓ Customers may submit additional change requests through Day 21. Any changes after Day 21 will be subject to a \$200 processing fee. This fee is non-refundable unless the request is denied by Eastbrook.
- ✓ Final Selections appointment is scheduled a maximum of 14 calendar days after the first appointment. The appointment is made at the end of the first appointment.

**Day 21** All change requests must be submitted.

**Day 28** Final selections appointment

- ✓ Buyer to approve or decline special change requests
- ✓ Add custom changes to addendum and have buyer sign off on final price
- ✓ **Collect 10% deposit for custom change requests**
- ✓ **Collect Preconstruction deposit per Purchase Agreement.**

**Day 28 - 40** Eastbrook Homes creates comprehensive detailed building plans specifically for your home on your building site.

**Day 41 - 43** Plan Review Meeting. Buyer meets with the construction manager and sales person to review plan sign-off on starting their new home.

**Day 43-49** Permitting process

**Day 50** Begin construction

## Responsibilities and Timeline Prior to Start of Your McGraw and Signature Series Home

**Day 1** Home Creation Center will be notified of the sale

**Day 1 - 14** Home Creation Center is to contact Buyer within 2 days of being notified of the sale.

- ✓ Preview night will be scheduled for the following Tuesday.
- ✓ First Selections appointment will be scheduled 1 week post preview night.
- ✓ **All Buyers must attend preview night prior to first design meeting.**

**Day 7 - 17** First meeting with Design and sales person (1.5 hours). Buyer will be notified of the location

- ✓ Pre-priced structural and elevation choices.
- ✓ Structural custom change requests will be created for availability and pricing.
- ✓ Initial rough sketches based on above change requests.

**Day 19 - 24** Second Design meeting; Design and Sales - Buyer will be notified of the location

- ✓ Plans revised per first meeting.
- ✓ Final structural custom change requests created for availability and pricing.

**Day 29 - 31** First Selection Appointment (Third Meeting); Design, Home Creation Manager, Sales person (2 hours)

- ✓ All Structural Change Requests accepted or rejected.
- ✓ Sketches/Rough designs approved or rejected (in conjunction with above)

**Day 36 - 38** Second Selection Appointment

- ✓ All changes are requested by customer (non-structural)
- ✓ Customers may submit additional change requests through Day 38. Any changes after Day 38 will be subject to a \$200 processing fee. This fee is non-refundable unless the request is denied by Eastbrook.

**Day 45** Final Selection Appointment

- ✓ Buyer to accept or reject all change requests.
- ✓ Add custom changes to addendum and have buyer sign off on final price.
- ✓ Collect 10% deposit for custom change requests.
- ✓ Collect preconstruction deposit per purchase agreement.

**Day 45-59** Eastbrook Homes creates comprehensive detailed building plans specifically for your home on your building site.

**Day 60-62** Plan Review Meeting. Buyer meets with the construction manager and sales person to review plans and sign-off on starting their new home.

**Day 62 - 68** Permitting process

**Day 69** Begin construction

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## Construction Process

### Visiting the Construction Site

Our policy for visits to the construction site was developed with your safety in mind. Please review the following policy and contact your sales person if you have questions. We ask you to conduct your visit under these guidelines.

**IF YOU ARE PURCHASING A COMPLETED HOME, THIS INFORMATION DOES NOT APPLY TO YOU. FOR QUESTIONS THAT COME TO MIND AFTER YOU READ THESE SECTIONS, PLEASE CONTACT YOUR SALES PERSON.**

1. If, during your visit work is in progress, please respect the time and work schedules of the construction team. A quick tour is fine during these times but please avoid interfering with any work activity. There may be times when you may not be able to visit your home site due to unusually dangerous work in progress on your home or on adjacent homes.
2. Please keep in mind that the home you are purchasing does not become your property until after closing. Therefore, it is not permissible for you to make any changes, alterations or additions to the home until it becomes your property. Do not install any items, including wiring or antennae, in the home during construction. We reserve the right to remove any unauthorized changes and to charge you for any costs we incur to do so.
3. Construction sites are especially dangerous to small children and those who are unaccustomed to the necessary debris and noisy activity of a construction site. Because of this we ask that those individuals remain away from the construction site. Please dress appropriately for a construction site. Because splashes can occur and some materials might have sharp or uneven surfaces that can damage clothing, casual attire should be worn. Footwear that is appropriate for uneven terrain and completely covers and protects the feet must be worn.
4. If you see something that you feel needs attention, please contact your construction manager.
5. Please confine your visit to only your home site and public areas. This assures the privacy of others and avoids conflicts with the construction process.
6. The subcontractors are given instructions to build each home according to the local codes, drawings and specifications and on written orders from our construction manager. Therefore, please do not approach them with requests, suggestions or questions. Please refer these to your construction manager or sales person.

During your visit, please keep in mind that your home site is located in an active construction area. Many homes nearby are in various stages of completion. Dozens of workers and their vehicles may be in the area. The construction team is under tight schedules so they move about quickly and purposefully. Construction debris may be found throughout the area on the ground, in the streets and in the homes that are under construction. We are not responsible for injury or damage to your property, including tire damage, which occur during visits to the home community site. This policy is designed to give you access to your home site during construction and to protect you from harm.

### Pre-Drywall Presentation

Just prior to adding drywall, we will contact you to schedule our Pre-Drywall Presentation. This presentation is your opportunity to see and to learn about what is “behind the walls”. This is very important because after the drywall has been installed, we cannot install additional wiring, plumbing and other features that are covered by the walls. If you cannot attend the Pre-Drywall Presentation, we will continue with the construction of your new home. During this presentation, we will do the following:

1. Identify and explain the major components of your new home.
2. Respond to your questions.

3. Review options that are being installed.

This presentation takes place in an active construction site. Please wear comfortable shoes, closed with hard soles. Paint, caulking and other materials could damage your clothing during this tour. So be sure to wear casual clothing that is appropriate.

Feel free to bring a friend but please do not bring small children and pets to this tour. Your construction manager will require your full attention during the tour. The Pre-Drywall Presentation will last about an hour.

Tentative Construction Completion Date

Once the construction process has begun, we still use the tentative construction completion date as a goal. As mentioned earlier in a business with as many variables as there are in residential construction, it is virtually impossible to quote the exact completion date. Please bring this Manual as well as our options paperwork to any meeting concerning your home.

**BUILDING DELAYS CAN BE CAUSED BY MANY FACTORS, A FEW OF WHICH INCLUDE MATERIAL DELIVERY DELAYS, WEATHER, LABOR DISPUTES, SCHEDULING CONFLICTS AND INSPECTION HOLD-UPS.**

While we are aware of timing concerns, we insist on having sufficient time to finish completely your new home to our standards. Therefore, we request that you keep your moving plans flexible.

**TO SAVE YOUR FAMILY WORRY, INCONVENIENCE AND MONEY, PLEASE DO NOT MAKE ANY FIRM COMMITMENTS REGARDING YOUR MOVE UNTIL WE HAVE MADE A WRITTEN COMMITMENT TO YOU AND HAVE SCHEDULED YOUR HOME CELEBRATION TOUR AND CONFIRMED YOUR CLOSING DATE.**

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## New Home Celebration and Closing

You will be contacted by our office to arrange a New Home Celebration appointment and closing approximately two weeks prior to the estimated closing date.

The Celebration is exactly what it is called, a celebration of your new home ownership. While we will document items that you feel need improvement, this is not the purpose. Our extensive Team Walk process ensures the quality level allowing us to concentrate on acquainting you to your new home.

**THE CELEBRATION WILL LAST APPROXIMATELY 2 TO 3 HOURS. PLEASE MAKE SURE TO BRING THIS MANUAL WITH YOU.**

We request that you do not bring children, friends, relatives, etc. to your New Home Celebration as this can take your attention away from the important information that is provided to you during the Celebration. The purpose of the Celebration is to show you all of the features of your new home and explain their operation and your maintenance requirements as well as to answer any questions you may have.

Any items needing to be addressed will be recorded on a New Homeowner Celebration form and scheduled for repair or replacement. If possible Eastbrook will make corrections that same day. If parts need to be ordered or contractors employed to do the work, the repairs will be made as quickly as possible. You will be contacted to arrange access to your home so the repairs can be completed. Your signature on the orientation form will be required upon completion of the repairs. This will not delay your closing.

Any service requests after your Celebration must be submitted to the Eastbrook Homes Customer Service Department in writing or email at [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com).

If you have them available at the time of the Celebration, please let us know your new home telephone number as well as work or cell numbers for future scheduling purposes.

Take time during your Celebration to discuss the proper operation of the components in your home. If manufacturers' instructions and warranty materials are available, they can be found in the envelope that was provided by our representative. You can place this information in this manual. It is especially important that you know the location of the utility controls and shut off valves.

At the end of the Celebration you will be asked to sign the Celebration form stating you accept your home subject to any items needing attention. Because of the potential for damage during the move-in, we will not be responsible for these items following the Celebration if they are not noted on the form:

- ✓ Bathtubs and showers - scratched or chipped
- ✓ Carpet - Carpet will not be cleaned after move-in
- ✓ Ceramic Tile - Broken or chipped tiles on walls and floors
- ✓ Concrete - damaged concrete
- ✓ Counter tops and panels - marred scratched, cracked or chipped
- ✓ Drywall - Damaged or gouged drywall
- ✓ Mirrors - Scratched, chipped or cracked mirrors
- ✓ Paint - Marred or scratched paint on walls, trim and doorways; dirt stained exterior at the base of the home
- ✓ Screens - Torn, gouged or missing window and door screens
- ✓ Vinyl Flooring - Marred, scratched or dented vinyl
- ✓ Windows - Scratched, chipped or cracked glass

Industry standards will be used to guide decision on replacements, repairs and non-warranty items.

Please review the limited warranty and related information in this Manual and direct any questions to your sales person or the construction manager prior to closing. Complete details on how to request service on items covered by your limited warranty are contained in this Manual. We look forward to seeing you at your new home Celebration!

The closing typically occurs on the same day as your Celebration.

Our Closing Manager will coordinate the closing process. The Closing Manager is available to help you in determining a closing date for your home, the scheduling of your Celebration and managing the actual closing process. The Closing Manager works with your mortgage company, the title company and the construction department to see that everyone's needs and expectations are met.

This section covers most of the items involved in the closing process. Read it so that you know the various steps that are required to make your closing a pleasant experience.

### Notifications

You are required to obtain formal loan approval from your lender 5 business days after you sign your purchase documents. The Eastbrook Closing Manager and/or your lender may request vital information concerning your purchase and may contact you periodically.

Please stay in close contact with your lender throughout the building process to be sure that you have provided all necessary information for final loan approval, including all the options you wish to finance.

If you encounter any problems with your lender during the building process, please notify us immediately so that we can assist you. We may ask you to change to a new lender if your lender is not performing to our satisfaction.

Prior to "locking in" the terms of your loan, you should contact both your lender and your sales person to minimize any confusion with delivery dates and closing. Please be advised that the terms of any rate lock are between you and the lender. Eastbrook Homes makes no promises on rate locks.

Your sales person will keep you apprised of critical dates to remember. These dates will be based on the estimated completion or closing date of your home. Please keep in mind specific dates for your home may change because of weather and other factors.

The Closing Manager will call or send a letter to you 15-30 days before closing to notify you of an approximate closing date. Please note that the property and home must have final clearance by all concerned inspection agencies as of the closing date.

Upon receiving loan documents from the title company, your lender or the Closing Manager will be able to give you the dollar amount needed to close. The lender typically sends the loan closing package to the title company approximately 24-48 hours before closing, so the exact dollar amount may not be known until the day before closing. Keep in mind that a CASHIERS CHECK or a WIRE TRANSFER from an approved financial institution made payable to the title company is required.

### **IT IS YOUR RESPONSIBILITY TO ARRANGE FOR CABLE TELEVISION, UTILITIES AND TELEPHONE AT YOUR NEW HOME PRIOR TO CLOSING.**

Please remember to have your utilities (water, gas, electric, etc.) transferred into your name as of the date that you close. The telephone numbers for utility transfers are on the Important Contacts page in this manual. Your utilities may be disconnected or you may be charged an administration fee if you fail to transfer them into your name as of your date of close.

### Your New Keys

Your keys will be presented to you at your Celebration or the Closing Manager will present you with them at the closing.

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## **Being a Good Neighbor**

Living in a community offers many advantages. You can enhance the quality of life in your community by being a considerate "Good Neighbor". Occasionally some issues can arise. Complying with these issues is the responsibility of each home owner. We have these suggestions.

### **General Neighborhood Issues**

It is a good idea to contact the neighbor who appears to be violating local ordinances, community covenants and restrictions or "Good Neighbor" issues in person. This usually brings about a much better solution. If this is unsuccessful or does not apply, consider the following:

1. If you notice a violation of local ordinances such as a stray dog, you should contact the government authority directly.
2. If an issue persists contact your Home Owners' Association.
3. Please consult your Community Covenants and Restrictions before you start any exterior improvements to your home.
4. Landscape and maintain your yard according to community requirements.

### **Noise issues**

1. Be aware that other homes are located near your home. Perhaps the first consideration is to reduce noise transmission from your home to a nearby home. Pets, music systems, television and musical instruments can produce sounds that are enjoyable to you but annoying to your neighbors. Please keep the volume at a reasonable level.
2. After 8:00 PM the volume level of all music and television systems should be turned down further.
3. If you find that your neighbor is producing annoying sounds, use a good neighbor approach and gently discuss the noise with your neighbor. Most often you will find that your neighbor appreciates you concern and is unaware of the noise transmission problem.
4. If you plan to have a temporary sound issue such as a repair or installation, it is a good idea to alert your neighbors that the noise will be temporary.

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## Maintenance Requirements for Your New Home

Your new home requires regular preventive care and maintenance by you. In this section, Maintenance, of the Manual, you will learn what your new home expects from you. In the next section, **Performance Standards**, you will learn what you should expect from your home. Caring for your new home will prevent costly repairs and replacements later.

Preventive maintenance must begin when you move in. Building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

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

We have provided an overview of the features and materials in your new home. Please study each section carefully so that you become familiar with the maintenance that your home requires.

Be sure always to follow all manufacturer care and maintenance instructions. In addition, you must update the Maintenance Requirements Schedule that we have included for your use at the end of this section.

**BELOW ARE THE REQUIREMENTS FOR THE CARE OF YOUR HOME. THERE IS NO GUARANTEE THAT THIS LEVEL OF CARE WILL BE ADEQUATE. ACTUAL CARE REQUIREMENTS MAY BE HIGHER DUE TO WEATHER, USAGE OR OTHER INDIVIDUAL CIRCUMSTANCES.**

**FAILURE TO PROPERLY MAINTAIN YOUR HOME CAN VOID ALL OR PORTIONS OF YOUR WARRANTY. LACK OF MAINTENANCE CAN BE A DEFENSE TO A CLAIM OF SYSTEM FAILURE. FOR YOUR OWN PROTECTION AND FOR THE HEALTH AND SAFETY OF YOUR FAMILY PLEASE FOLLOW THE MAINTENANCE REQUIREMENTS SET FORTH IN THIS SECTION. IF YOU HAVE ANY QUESTIONS ON HOW TO PERFORM PROPER MAINTENANCE PLEASE CONTACT YOUR WARRANTY SERVICE REPRESENTATIVE.**

Your Maintenance Requirements are found on the following pages and contain suggestions on the proper maintenance of your new home.

The list below is furnished to assist new home owners in recognizing those types of maintenance activities that are not warranted and should be handled by the home owner in order to properly protect your new home. The list is not a comprehensive list of all normal home owner maintenance requirements.

1. Checking circuit breakers.
2. Changing light bulbs or florescent tubes.
3. Repair or replacement of threshold or weather-stripping.
4. Making sure furnace exhaust and intake are clear of debris or deep snow.
5. Lawn maintenance including watering, raking and re-seeding bare spots and erosion.
6. Clearing clogged toilets or drains.
7. Damaged concrete or asphalt due to the use of salt, de-icers or gas or oil leaks.
8. Grouting or caulking around tubs, sinks or vanities.
9. Repair normal concrete cracks.

10. Replace furnace filters, motor lubrication or cleaning of coils.
11. Flushing water heater.
12. Repainting sooner than expected where properly painted new wood surfaces have absorbed initial applications.
13. Clearing, restarting or resetting of kitchen food waste from jammed disposer.
14. Caulking of interior or exterior joints.
15. Adjusting bi-fold doors.
16. Any repair or materials failure caused by home owner alterations.
17. Disconnect garden hoses from exterior hose bibbs during colder months. Connected garden hoses can cause the water line to freeze and burst inside the home.
18. Perform routine maintenance and remove debris from the sump pump.

### **19. Winterize underground sprinkling systems**

Specific maintenance requirements for selected systems and components of your home include:

#### Appliances

Home appliances such as your cooktop, microwave and refrigerator come with an explanation of features, care and cleaning requirements and directions on how to obtain warranty service. See the owner's manuals at the time of your Celebration. Appliances are considered "consumer products" and are covered by a manufacturer's warranty. To activate your warranty and service, be sure to complete and mail in the warranty registration cards right after you move in. In some cases, the manufacturer may extend warranty coverage beyond the first year. Any extended warranty information will be explained in the materials that are provided by the manufacturer.

#### Cabinets

It is not unusual for the color of the installed cabinets to be different from samples shown at the time of selection. Color will differ with wood grain variations, stain used and exposure to sunlight. Some color variation in cabinets or stained natural surfaces must be expected.

**STAINED AND NATURAL FINISH CABINETS WILL HAVE VARYING GRAIN PATTERNS. THESE PATTERNS CANNOT BE MATCHED IF REPLACEMENTS ARE NECESSARY. ALSO, THE NATURAL VARIATION OF THE WOOD GRAIN COULD RESULT IN DIFFERENCES IN GRAIN PATTERN FROM ONE CABINET DOOR TO ANOTHER. THIS IS NORMAL AND SHOULD BE EXPECTED. NATURAL STAINS SHOW MORE VARIATION AS DO SOME WOOD SPECIES LIKE CHERRY AND HICKORY.**

"Under Counter" appliances that generate heat or steam, including coffee makers and some radios, can damage the wood and the surface paint of cabinets. If these appliances are installed by the home owner, any damages are the responsibility of the home owner.

The following is a short list of required maintenance:

- ✓ The hinges on your cabinet doors must be lubricated once each year. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.
- ✓ Hinges will also need to be inspected and tightened yearly. In addition, adjustments will need to be made as necessary.
- ✓ Clean and polish your wood cabinets every six months as you do your fine wood furniture. To clean painted or laminated surfaces, use only a mild soap with warm water. Consult a professional refinisher for scratches and/or gouges.

If repairs or replacements are scheduled, please do not clean or polish the affected surfaces until the defects are corrected.

## Caulking

Over time and particularly during the heating season, caulking will dry and shrink. When this happens it no longer provides a good seal against moisture. Expansion and contraction as well as settling can cause caulking to separate and is considered normal.

As a part of your routine maintenance you must inspect and repair when cracking, shrinking or discoloration occurs. The following areas must be re-caulked every year or as necessary:

- ✓ Baseboards
- ✓ Crown moulding
- ✓ Doors and door jambs
- ✓ Fireplace tile and tile surrounds
- ✓ Sink tops
- ✓ Tubs
- ✓ Windows

## Ceilings and Walls

The ceilings and walls in do not require special attention other than an occasional cleaning, caulking and spackling of cracks and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance you may want to repaint. Before you use any cleaner, test it on a section of paint that is out of view.

The walls in your new home are constructed of wood, metal and other materials that are subject to normal expansion and contraction. Moulding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is minimal and is the responsibility of the home owner. Reset nails that have popped out of position. Use touchup paint and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. Use proper hangers for the weight of the object. Always repair nail holes with a dab of spackle or putty.

The walls in your home are painted for beauty and style. Paint is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap or Mr. Clean Magic Eraser or a similar product. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the drywall to become soaked with water. Larger spots not easily removed by cleaning will require paint touch-up. Depending on the series of home and when you purchased, your walls have been painted with a high quality ceramic flat latex wall paint. If not, the included flat latex paint is wipeable, but it is not scrubbable.

## Concrete

Exterior concrete in a cold weather climate like Michigan is subject to many factors that affect its performance. Salt, freeze-thaw cycles and frost heave are all too common in our area, yet are detrimental to the performance of concrete. To prolong the life of your exterior concrete and help protect it from the elements it is important to seal your driveway. The frequency of applications depends on the quality of the product and the manufacturer's recommendations. The best sealers to use will contain silanes or siloxanes. These products will help repel water and salts but will need reapplication. A recommended product that is available locally is **Barricade Silane 40** that can be purchased at: Concrete Central, 1301 Century Avenue, Grand Rapids, Michigan 49503 (616.475.8800).

Your exterior concrete was installed following the recommended practices in a cold weather climate. To slow down the drying process, an initial curing compound was applied immediately after it was poured. The curing compound must be worn off before a concrete sealer can be applied. This usually takes about 9 months of use for this to take place. Please follow the manufacturer's instructions for the preparation and application of the sealer. If there is a warranty claim in the future, Eastbrook Homes will need to see receipts and dates of applications of these products to be able to pursue this issue.

## **DO NOT PERMIT LARGE TRUCKS AND DELIVERY VANS TO USE YOUR DRIVEWAY.**

### Countertops and Tile

#### Grout

Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Use only mild products that are specifically designed for this purpose. Sealers and cleaners can be found at your local tile or hardware store.

Keep in mind that grout sealers can change the color of the grout. Consult the manufacturer's label instructions before you use any grout sealer.

#### Colored Grout

The color shade may vary on a particular installation due to the wide variety of tiles available, environmental conditions and finishing techniques. The elements of nature, including but not limited to, sun, temperature, food or chemical reactions, may combine with the aging process to change the color of the grout in varying degrees from time to time. If repair or replacement of tile or grout areas is required, matching the original or changed color of the remaining color tile grout may be impossible. Colored grout can also cause the discoloration, flecking and/or cracked appearance of the ceramic tile in the areas where colored grout is used.

#### Grout Cracking

Separations and cracks in the cement filler (grout) between the tiles and/or stones and the transitions to other building materials are normal. Between those tiles or stones and baseboards, thresholds, bathtubs, shower pans, etc. You can easily fix these cracks with a prepared grout purchased from a tile or hardware store. Sanded caulking to match is recommended.

As a part of your routine maintenance you must inspect and repair when cracking, shrinking or discoloration occurs. The following areas must be inspected and new grout applied every six months or as necessary:

- ✓ Bathtubs
- ✓ Hearths
- ✓ Shower Pans

If grout becomes stained, use a mild bleaching solution (diluted to 1 part bleach to 9 parts water). Simply apply a small amount of this mixture and scrub with a toothbrush or similar object. Do not let this mixture stand on the tile for more than 10 minutes.

Always clean up liquid spills and water accumulations as soon as detected to avoid staining and penetration of the grout into the substructure.

#### Plastic Laminate

Your kitchen counter top may be made of plastic laminate. It is constructed of a thin sheet of hard plastic that is laminated onto a wooden base. It is important that you not break the bond of the two materials. Do not place hot pans directly on the counter's surface. They will scorch the surface.

Laminate may be stained by the inks used to mark grocery products, especially meat and produce. These can be very difficult to remove, so we suggest that you avoid placing these items directly on the counter tops.

Your countertops can be kept shiny and new looking with mild detergent or soap followed by a water rinse and drying. To maintain the attractiveness of your countertops avoid harsh and abrasive cleansers.

Most counters are larger than is the width of standard laminates and require seams. You should not allow water to stand on the seam. The water can penetrate the seam causing it to buckle. Remove standing water promptly.

### Solid Surface Countertops

Solid surface materials are man made products that provide beauty and charm to your home. While solid surface materials are very durable and will retain its beauty for many years, it requires the following care:

1. Remove spills promptly. If spills have the potential to stain, rinse the area with clear water after the spill has been removed.
2. Solid surface can be cut and gouged by knives and other sharp objects. Always use a cutting board on solid surface materials.
3. Solid surfaces will char and burn if very hot pans or lighted cigarettes are placed on the solid surface countertop.
4. Small burns and gouges can be removed from solid surface by using techniques that are recommended by the manufacturer. Consult the manufacturer or a professional for advice or assistance on repairs to solid surface.

### Granite and Quartz

**GRANITE IS NOTED FOR THE VARIATIONS IN COLOR AND GRAIN. EXACT MATCHES OF COLOR AND GRAIN ARE NOT POSSIBLE IN THE ORIGINAL INSTALLATION AND CANNOT BE DONE IN REPLACEMENTS.**

Care for granite and quartz as you would any fine finish such as furniture. Wipe off countertops promptly when there is a spill or other moisture. This is especially important when the spills are fruit juices or other acidic liquids. Natural stones are alkaline and are subject to disfiguring by acidic liquids.

Your granite has been sealed but still remains porous (quartz is not porous). These products permit the stone to breathe but protect them from damage. Consult a professional stone cleaning service for more information. Follow these tips for the care of your granite and stone countertops:

- ✓ Avoid cleansers that are abrasive because of their tendency to scratch the stone.
- ✓ Avoid highly alkaline cleaners such as lye. Tars and oils can carry stains into the stone when they are combined with highly alkaline cleaners.
- ✓ Routine cleaning with “soapless” cleaners and clean water rinsing is recommended. Thorough rinsing is very important because residual soap or the crystals from cleaners can cause permanent damage.
- ✓ Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter surface.
- ✓ Counter tops can be damaged by sitting on them. Excessive weight can cause them to break or may cause the top to pull away from the wall.
- ✓ Thoroughly dry the granite surface before any sealers or “top dressings” are applied. A chamois skin is ideal for drying natural stone. Quartz does not require sealing.
- ✓ Avoid cleaning products, including dishwashing products that are colored or tinted. These products can impart color to the stone. Do not use colored waxes or polishes on natural stone.

### Cultured marble

Cultured marble is a modern product that may be used for your bathroom countertops. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains. Do not use abrasive cleansers on your cultured marble counter tops or cultured marble bath panels. Most food and drinks are acidic and can etch the finish on the cultured marble. Do not place any items which may scratch the surface directly onto the counter top.

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

### Ceramic Tile

Glazed ceramic tile is known for its durability and the variety of colors and designs. Because an exact replacement match of ceramic tile may be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your tops or splashes. Save any unused tile that you may have for future repairs.

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

Because the grout between the tiles is porous, periodic re-grouting is necessary. This will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

Keep in mind that grout sealers can change the color of the grout. Consult the manufacturer's label instructions before you use any grout sealer. Eastbrook Homes is not responsible for the change in appearance of grout if sealers have been used.

### Flooring

#### Carpet

To get the best performance and longest wear, adhere strictly to the care and maintenance recommended by the manufacturer who has provided you with a care program to help preserve the appearance of your carpet. This program consists of preventive maintenance as follows:

- ✓ Vacuum carpets frequently, particularly in high traffic areas. The best way to protect your carpet is to keep it clean. All carpet should be vacuumed once a week for each member of your family, including pets.
- ✓ Remove spots and stains according to manufacturer guidelines as soon as they are discovered.
- ✓ Professionally clean your carpets according to the manufacturer's recommendations.

#### Ceramic Tile Floor

Ceramic tiles are available in a wide variety of colors and sizes. Glazed ceramic tile is recognized by its shiny smooth finish.

Glazed ceramic floor tile should be swept or vacuumed on a regular basis to eliminate grit and fine dirt particles that can scratch or dull its finish. Floor tile can be damp mopped with clear water to pick up dust and for general cleaning. When damp mopping be sure to wring out the mop head thoroughly to prevent leaving droplets of water on the floor that will later become visible water spots. Mild non-abrasive detergents can be used where required by spills but will need rinsing to avoid leaving a dull film upon drying.

Grout can separate from the area between the tiles and the baseboard. If you notice that this has happened, re-grout the area promptly to prevent the entry of water.

Other points to remember:

1. Light colored grouts will show dirt faster than mid tone colors. Select a grout color that will accommodate your home floor maintenance routine.
2. Use door mats at exterior entrances to help intercept dirt and grit.
3. Furniture with metal casters or metal feet should not be used on the ceramic floor tile. Metal will quickly scratch and chip even the hardest of floor tile.

4. A mixture of vinegar and water is not recommended as a cleaning solution for ceramic tile. Even a weak acidic solution such as this will attack grout over a period of time.
5. Cracked or chipped tiles must be noted on the New Home Orientation Form for Eastbrook Homes to repair or replace. Eastbrook Homes is not responsible for discontinued patterns or grout color variations. Cracks that occur in the grout between tiles are normal and are the responsibility of the home owner to maintain.

#### Hardwood

Follow these steps to care for your hardwood floors:

1. Clean your hardwood floors as often as you vacuum your carpets. Sweep or Swiffer® the floors and mop with a soft, dry mop or cloth. **Do not use water or water-based cleaners.**
2. Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring. Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.
3. Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. **Ladies' high heeled shoes will dent hardwood flooring.**
4. Eastbrook Homes will not be responsible for discontinued patterns or color variations in floor covering or for problems caused by the home owner.
5. **Wood floors will scratch and dent regardless of the finish or wood species.** Water, sand, children's toys, animals and women's high heel shoes are among the things that will damage your floor. This is not covered by your warranty.
6. Wood and water do not mix! Do not use any product that uses water or steam to clean your wood floors.
7. Wood floors will wear in time and will require refinishing if you desire.
8. Apply felt pads to the bottoms of chairs and tables to reduce scratches.

#### Vinyl Flooring

This type of flooring material will provide years of service when properly maintained. Sweep or vacuum daily to prevent particles from being ground into the surface of the flooring. Wipe up spills immediately. Use a damp mop and clear water to lightly wash the flooring surfaces weekly.

If the flooring surfaces receive hard use and become extremely dirty, use a mild detergent in the mop water and apply the detergent solution to the floor with a sponge mop. After the soil deposits have been loosened, mop up excess detergent and water. Rinse the mop thoroughly with clear water to remove all of the detergent and then rinse the floor using the clean mop with fresh, warm water to remove the soapy residue. Any detergent film left on the floor can hold tracked-in dirt and leave the surface with a dull, cloudy appearance.

- ✓ Place a mat at your entryways to help reduce the amount of dirt that gets tracked into your home. **Caution: rubber backed mats can "yellow" flooring.**
- ✓ The following precautions will help preserve the beauty and natural life of your floor covering:
  - ✓ Avoid high heels on your floor.
  - ✓ Avoid exposure to direct sunlight on your floor for prolonged periods. During peak sunlight hours the use of drapes or blinds is recommended.
  - ✓ Protect your floor against burns, including cigarettes, matches and extremely hot items.

**VINYL FLOORING WILL TEAR IF HEAVY APPLIANCES, SUCH AS REFRIGERATORS, WASHERS OR DRYERS, ARE IMPROPERLY MOVED ACROSS THE SURFACE. USE APPROPRIATE APPLIANCE DOLLIES. HEAVY FURNITURE SHOULD BE PLACED ON PADS TO AVOID POINT LOADS, SUCH AS SOFA LEGS OR TABLE LEGS, FROM**

## **PENETRATING THE SURFACE. CAUTION: RUBBER BACKED MATS AND RUBBER FURNITURE PADS CAN "YELLOW" FLOORING.**

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

1. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools, furniture legs and by rough use. This damage is permanent and cannot be repaired. Ladies' high heeled shoes can be particularly damaging to vinyl. Such shoes can cause permanent dents and gouges.
2. Do not use abrasive cleansers or full strength bleach on vinyl floors. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
3. Clean vinyl with warm water and a vinyl flooring cleaner.
4. Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.
5. Prevent discoloration by avoiding rubber backed rugs on vinyl floors.
6. Small cuts may be repaired with seam sealer.
7. Repair or replace the caulking at the base of showers and tub/shower combinations with 100% silicone caulk. Inspect twice a year.

### Laminate Flooring

Plastic laminate flooring is very durable. The high pressure laminate surface prevents almost all dirt and grime from sticking to the floor. Laminate is very hard and scratch resistant but not indestructible. Since it is hard, laminate is brittle and subject to chipping if hard objects are dropped on it. Suggestions are offered for the care of plastic laminate floors.

These suggestions are offered for the care of plastic laminate floors:

1. Clean regularly with a vacuum and damp mop.
2. For thorough cleaning use a soap-free cleaner designed for laminates.
3. Do not wax, sand, lacquer or use scouring powers, steel wool or abrasive cleansers on laminate flooring.
4. Remove grease, juice and wine with warm water and a mild detergent.
5. Crayon, asphalt, shoe polish, paint and nail polish can be removed with a soft cloth moistened with mineral spirits or nail polish remover.

### Doors

All interior passage and closet doors, exterior French doors, service, garage and home entry doors have been installed to operate properly and are protected with a finish. To maximize the natural beauty and useful life of these doors, keep them closed when not in use. This will protect them from exposure to the elements. To prevent damage, please avoid slamming the doors. Wood and steel doors require regular maintenance, especially if they face direct sun and weather.

- ✓ Inspect your steel, wood and/or fiberglass doors every year and repaint or refinish as required.
- ✓ To protect the stained finish on your exterior doors, use a high quality exterior (UV protection) finish suitable for outdoor use at least every other year or as often as necessary.
- ✓ All exterior doors are installed with weatherstripping. The system of weatherstripping ensures that the doors seal properly. The following items must be inspected and adjusted/replaced every 6 months:
  - ✓ Weatherstripping
  - ✓ Sweeps

- ✓ Thresholds
- ✓ Door hardware

Door hardware has a very durable finish but constant exposure to extreme sunlight could cause the hardware to lose its brilliance. To clean, simply use a soft, clean, dry cloth. **Do not use any type of chemical or abrasive cleaning solution.**

The hardware must be maintained in order to keep the door functioning properly.

- ✓ Lubricate the lock assembly according to manufacturer's directions every six (6) months or as needed. Be careful not to spill any lubricant on the hardware finish.
- ✓ Wipe off exterior hardware to remove salt or acid rain build up.

### Drywall

Drywall is a standard construction product comprising most of the internal wall surfaces of your home. Minor cracks or nail pops may appear and are due to normal shrinkage of lumber and/or normal settling of the building. Cracks and nail pops should be maintained once every year.

For minor cracks or nail pops repairs use Spackle® paste or a latex caulking from a hardware store or home improvement center. Simply spread the product with a blade or your finger and then run a moistened towel or sponge over the repair area to smooth and blend with the existing texture. After allowing some drying time, complete the repair with a little touch up paint.

### Electrical System

The electrical meter for your home is generally located on one side of your home or multi-unit building. Electricity is delivered through the meter to your breaker panel or subpanel located in your garage. From there, the power is distributed throughout your home and controlled by switches and outlets.

Each home has a 100-200 amp service panel, which is more than adequate for typical daily use.

All lighting fixtures have bulb specifications imprinted on them. For safety and fixture longevity, use only the size and type bulb called for. Light bulbs are consumer items and are covered only by a manufacturer's warranty. Do not install clear bulbs in fixtures encased by a globe due to the additional heat they generate.

We strongly recommend that you consult a licensed electrician to make any changes and/or additions to your electrical system. Please note that a permit may be required. Some changes may void the one-year warranty. Indoor and outdoor fixtures and bulbs must be inspected and bulbs replaced as needed.

#### Auxiliary Circuits

The electrical circuits in your home are designed to handle today's heavier demands. However, some major appliances and tools will perform better if they have dedicated circuits. If you are considering the purchase of these items, please consult a professional electrical contractor to discuss your needs and the possible addition of dedicated circuits.

#### Circuit Breakers

Circuit breakers are the safety valves of your electrical system and are situated in an electrical panel located in the basement.

In case of malfunction, a breaker (switch) will automatically be thrown to the "off" position. To restore current, simply move the switch to the "on" position. If power is not restored flip the breaker "off" and "on" to insure that the breaker is reset.

#### Ground Fault Interrupter

Ground fault interrupter ("GFI") outlets are sensitive safety devices installed in the electrical system. The GFI will "trip" or turn off the circuit if a danger of electrical shock exists. GFI receptacles are located in water sensitive areas including kitchens, bathrooms, exterior yard areas and the garage.

**DO NOT PLUG YOUR REFRIGERATOR OR FREEZER INTO A GFI OUTLET AS IT MAY “TRIP” DUE TO THE SURGE OF THE MOTOR. ESPECIALLY AVOID PLUGGING A REFRIGERATOR OR FREEZER INTO THE GARAGE GFI OUTLET. A “TRIPPED” GARAGE OUTLET COULD GO UNDETECTED FOR QUITE SOME TIME, WHICH COULD RESULT IN FOOD SPOILAGE.**

GFI outlets are designed to “trip” easily for your protection; expect this to occur from time to time. If the outlet will not reset after a few attempts, do not continue to use the outlet until the “trip” cause is determined.

✓ GFI outlets must be checked for proper function every year. With a small appliance plugged into the GFI outlet and running, press the “test” button. The appliance should shut off. Press the “reset” button and the appliance should start running again. If this does not occur discontinue use of the outlet until the cause of the malfunction can be determined.

✓ **Other outlets in water sensitive areas may have a typical receptacle but on a circuit that is protected by a GFI receptacle in another location. When a malfunction occurs, check all GFI receptacles.**

#### Arc-Fault Circuit Interrupter

Changes in building codes have mandated arc-fault circuit interrupters (AFCI) for certain applications. Similar to circuit breakers, AFCIs will interrupt an electrical circuit in a fraction of a second. This is a safety feature as well as a fire prevention feature.

#### Outlets and Switches

Convenient electrical outlets can be found in every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire. If an electrical outlet does not have power, there are two possible explanations:

Some outlets are controlled by a wall switch. Such outlets **are typically installed upside down** for easy identification. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, contact your customer service representative.

Check the GFI outlets to see if any are tripped. Reset if necessary.

#### System Outage/Failure

Only a qualified electrician should repair or alter any part of your wiring or electrical system.

**TO PROTECT SMALL CHILDREN, WE SUGGEST OUTLETS BE COVERED WITH CHILDPROOF PLASTIC ELECTRICAL WALL OUTLET COVERS.**

#### Fireplaces

##### Fireplace Operation

Before you use your fireplace, read the operations manual carefully (See your copy of the manufacturer's operating instructions). By understanding and observing the operating guidelines you will be able to enjoy safe and comfortable warmth from your fireplace. REMEMBER, you have an open fire INSIDE your home, so it is important that you observe the manufacturer's guidelines:

##### Gas Fireplaces

The fireplace has been professionally installed and started before you took possession of your home. To operate the fireplace, you simply need to turn on the wall switch. The fireplace has a millivolt pilot safety system and does not require electricity to run. Because of the millivolt pilot safety system, you will see a small blue flame under one of the logs. This flame is approximately 700 BTUs and uses very little gas. The manufacturer of the fireplace recommends leaving the pilot on all year long to prevent insects from getting into the pilot. You have a one year limited warranty on parts and labor from the time you take possession of your home.

**YOU MAY DETECT AN ODOR THE FIRST FEW TIMES YOU USE YOUR GAS FIREPLACE. THIS IS DUE TO BURNING PROTECTANTS AND LUBRICANTS FROM THE UNIT AND IS NORMAL.**

#### Gas Valves – Be Prepared to Shut Off Your Gas in Emergencies

Be prepared for emergencies. Know where your gas shut off valve is located. In an emergency turn off your gas only if you smell gas or hear the hissing sound of gas escaping.

If you shut off the gas, contact the gas company or a certified repair technician when the emergency is over to have your meter turned on and your appliances inspected. Do not attempt to restore your own service—there may be leaks or pilot valves in the “on” position.

#### Garage Doors

##### Garage Doors (Sectional Roll-Up)

The manufacturer warrants the garage door(s) installed in your home. This warranty does not apply if the garage door(s) are misused, altered or used for any purpose other than normal household use. The garage door openers are also a consumer product and must be registered via a completed warranty registration card sent to the manufacturer. Garage door openers use photo cells to detect items in the path of the door. If items are in the path the door will not close. If the photocells are out of alignment the door will not close. **Realignment of the photo cells is not a warrantable item.** See the manufacturer’s instructions for aligning the photo cells.

Check the manufacturer's instructions for complete operating, maintenance and safety instructions.

**BE SURE TO DISCONNECT THE ELECTRICAL GARAGE DOOR OPENER PRIOR TO PERFORMING ANY REPAIR WORK. PULL THE RED EMERGENCY RELEASE KNOB TO RELEASE DOOR FROM THE RAIL ASSEMBLY IF YOU NEED TO RAISE OR LOWER THE DOOR MANUALLY (INSTRUCTIONS ARE ON THE RELEASE KNOB TAG). TO RE-ENGAGE THE DOOR WITH THE RAIL, PULL THE RED EMERGENCY RELEASE KNOB TOWARD THE MOTOR.**

The following maintenance items must be completed in order for the garage door system to continue to function properly:

- ✓ Oil door rollers, bearings and hinges with a silicone lubricant or light oil two times a year.
- ✓ Check door balance by releasing door from rail assembly and manually raising door to approximately 3 feet. If door does not stay in position have the door serviced by a professional. This should be checked yearly.
- ✓ Hinge screws should be inspected and tightened yearly.
- ✓ Inspect and tighten all nuts and bolts once every year.
- ✓ Lubricate the drive chain two times a year. Use a lubricant that is recommended by the manufacturer. Other lubricants may damage the system.
- ✓ Keep the electrical eye aligned and free of debris and other blockage.

#### Heating and Air-Conditioning

Your home is equipped with a heating and possibly an air-conditioning system. These systems have been designed to meet the heating and cooling requirement of your home as well as meeting energy efficiency requirements. The orientation to the sun, draperies and other factors will affect the heating and cooling of the home.

Temperature variations will occur within your home between levels, cantilevered and non-cantilevered areas. These variations can be mitigated by adding a zoned heating and cooling system and by seasonally balancing the system.

The manufacturer may offer coverage on equipment parts and equipment labor, so make sure to check the literature. For a fee, the contractor who originally installed the system may provide an extended

warranty. If you are interested in an extended service, contact the heating contractor listed on the heating system.

As with any piece of sophisticated machinery, your heating and cooling system should be checked periodically and cleaned by a professional service. Mark inspection dates recommended by the manufacturer on your calendar. Schedule all work on your equipment early to avoid delays during peak demand periods.

Minimum maintenance requirements:

- ✓ Replace filter every two months (minimum)
- ✓ Have your cooling and heating systems inspected and serviced annually.
- ✓ Start your furnace well in advance of the cold season to ensure the furnace starts properly.
- ✓ Start your air conditioner well in advance of the warm season to ensure your condenser starts properly. Do not run the system for an extended period of time during the cold season or the system could freeze up.
- ✓ Inspect thermostat to ensure proper operation once every year.
- ✓ In winter keep intake and exhaust free from ice and snow.

For optimum performance:

- ✓ Set thermostat at desired temperature and times.
- ✓ Be sure draperies and furniture do not restrict air circulation from registers or grilles.
- ✓ Keep windows and doors tightly closed.
- ✓ Close or angle window coverings to keep out direct sunlight.
- ✓ Close up the house earlier in the day and set the air-conditioner so as to cool gradually rather than having the system work harder to cool a hot house.
- ✓ Turn off lights when not needed.
- ✓ Clear away leaves, grass, paper or anything that might impede air flow through the outdoor air-conditioning condenser grille.
- ✓ To eliminate areas that warm up quickly when the air-conditioning system has reached the desired temperature and has shut off, set the thermostat switch to the "fan" position instead of the "auto" position (the fan will continue to move air through the house while the air-conditioner will still cycle on and off to maintain temperature)

If your system is not cooling properly, check:

- ✓ Is the thermostat set below room temperature?
- ✓ Is the thermostat selector set on "cool"?
- ✓ Has a circuit breaker controlling your cooling system been tripped?
- ✓ Are the filters clogged?
- ✓ In some areas a 3 amp fuse is required at the shutoff switch to the furnace. Is it blown?

#### Air Filters

A dirty air filter will decrease air flow and heating or cooling capability. This causes the equipment to operate much longer in order to reach the desired temperature (which in the case of an extremely dirty filter may never happen) and will increase operating costs.

- ✓ Filter should be cleaned or replaced a minimum of every two months. For optimum performance at lowest operating cost and less wear and tear to your equipment, monthly cleaning or replacement is best.
- ✓ Installation of ceiling fans will assist in maintaining the comfort level of your home as well as helping to control energy costs. It is recommended that you adjust fans in a downward direction in the summer months and an upward direction in winter months.

#### Condenser

If the condenser (outdoor air conditioning unit) is running and cooling is unsatisfactory, the cooling coils may have iced up. This is sometimes due to a dirty air filter. Turn the system off and allow the ice time to melt before turning the system back on, 1-2 hours should be enough. If the cooling does not return to acceptable levels, turn the unit off and contact the Customer Service Department.

**PROTECTING YOUR PROPERTY IS YOUR RESPONSIBILITY. EVEN IF THERE IS AN EQUIPMENT MALFUNCTION, WE WILL NOT BE RESPONSIBLE FOR REPAIRS THAT RESULT IN PROPERTY DAMAGE IF THESE INSTRUCTIONS ARE NOT STRICTLY ADHERED TO.**

#### Forced Air Units

These units (which power both the heating and air-conditioning) house the fans and the air filters. The areas around your forced air unit must be kept clean and completely free of any combustible or flammable materials. Air filters should be replaced (or cleaned if substituting reusable filters). You should have a licensed professional service technician inspect this system before the cold season to ensure proper operation.

#### Heating

For optimum performance:

- ✓ Program the thermostat for desired temperatures and times and leave it there. Manually adjusting the thermostat wastes energy. Do not set the temperature back more than 5 degrees during the day when you are gone or nights.
- ✓ Setting a lower temperature at night will save energy costs.
- ✓ If a cooler bedroom is desired partially close registers.
- ✓ Be sure draperies and furniture do not restrict air circulation from registers or grilles.
- ✓ Keep windows and doors tightly closed.
- ✓ To eliminate areas that cool quickly when the heating system has reached the desired temperature and has shut off, set the thermostat switch to the "fan" position instead of the "auto" position (the fan will continue to move air through the house while heater will still cycle on and off to maintain temperature).

If your system is not heating properly, check:

- ✓ Is the thermostat set above room temperature?
- ✓ Is the thermostat selector set on "heat"?
- ✓ Has a circuit breaker controlling your heating system been tripped?
- ✓ Is the gas-cock turned to the on position?
- ✓ Are the filters clogged?
- ✓ Are the exhaust and intake free of snow or debris?
- ✓ In some areas a 3 amp fuse is required at the shutoff switch to the furnace. Is it blow?

- ✓ This is a consumer product and you must complete and mail in the warranty registration card in order to obtain service.

#### Humidifier

Your Eastbrook home comes equipped with a humidifier connected to your heating system to provide additional moisture to the air during the dry heating season. Your humidifier should be on during the heating season and off during summer or the cooling season. If you notice moisture forming on your walls or windows, you should lower your humidity setting. A starting point is 32% but should be adjusted to fit your lifestyle.

- ✓ For optimum performance:
- ✓ Turn off humidifier in summer and turn on in winter.
- ✓ Check filter annually and replace as needed.
- ✓ Monitor humidity level to increase comfort but avoid condensation.
- ✓ Make sure the water supply is on

#### Thermostat

In extreme temperatures, hot or cold, it is helpful to keep your fan running to evenly distribute the air inside the home.

#### Landscape, Irrigation, Yard Drainage and Grading

##### Drainage and Grading

Your lot has been engineered to standards established by local government jurisdictions to insure adequate drainage of rain and irrigation water. All lots have been rough-graded to move water away from the house to the drainage areas within a 15' dimension of the home. **All drainage or erosion issues after Celebration will be the responsibility of the buyer unless landscaping installed by Eastbrook.**

##### Homeowner Responsibilities

For any drain or drainage easement, whether improved, unimproved, public or private, the homeowner and the owner of the adjacent property have the responsibility for managing the drainage. No filling, blocking, fencing or above the surface vegetation planting is recommended in a drainage easement or swale. This includes but is not limited to swimming pools, sheds, garages, patios, decks, play structures, swing sets or any other permanent structure or landscape feature that may interfere with surface drainage. Installation of any of the above is at the sole risk of the property owner and in many cases may require written approval from a government agency.

Each adjacent property owner will be responsible for maintaining the surface drainage across his/her property. Maintenance of the final grade to ensure proper drainage shall be the responsibility of the landscape contractor and the property owner.



## **EASTBROOK HOMES ASSUMES NO RESPONSIBILITY FOR MOLD ISSUES**

Currently there are no federal, state or local standards that establish permissible limits for exposure to mold. Since microscopic mold spores exist naturally everywhere in our environment, mold cannot be prevented or removed entirely. Since it is impossible for a home to be entirely free of mold spores and since mold can grow on almost anything, the only way to prevent mold growth is to eliminate excessive moisture in the home. Naturally visible mold must be removed immediately. See "Mold Cleanup" section below.

You must take positive steps to eliminate excessive moisture in the home and thereby prevent mold growth and any possible adverse effects that may be caused by mold growth. Your responsibilities for the prevention of mold growth include, but are not limited to, the following:

1. **Don't Bring Mold Home:** 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. **Keep It Clean:** Regular vacuuming and cleaning will help reduce mold levels. Mild cleaning solutions are generally effective in eliminating or preventing mold growth. After cleaning carpets, make sure that the carpets are completely dry before replacing furniture. Do not close closet doors or otherwise enclose spaces until the carpets have completely dried out.
3. **Reduce Humidity:** Keep the humidity (water vapor in the air) in the home low. Ventilate bathrooms by exhaust fans and by running the air conditioning to remove excess moisture in the air and to facilitate evaporation of water from wet surfaces. Moisture sources that increase indoor air humidity include, but are not limited to, steam from showers, baths, cooking, indoor plants, washing dishes, washing clothes, hanging wet clothes on indoor drying lines and humidifiers. Periodically ventilate enclosed spaces such as closets. Avoid propping large pieces of furniture against wall surfaces.
4. **Promptly Correct Leaks, Moisture and Water Damage:** Since mold will generally only grow in areas that have been exposed to moisture for more than 24 hours, it is critical that water leaks are repaired immediately. Please contact your Customer Service Representative immediately upon your discovery of any water leaks so that the situation can be assessed as quickly as possible. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Also promptly clean up spills, condensation and other sources of moisture.
5. **Maintenance Is A Must:** It is very important that you regularly maintain your home. For example, regularly caulk the windows, faucets, drains, tub and showers. Maintain roofs and keep in good repair. Refer to your owner manual for additional areas of suggested maintenance. Heating, ventilation and air conditioning systems should have their filters replaced on a regular basis as called for in their maintenance manuals. Ensure that sprinkler heads are not pointed toward your home. Avoid over watering when possible.
6. **Vigilance is Vital:** You must perform routine visual inspections for mold growth and signs of leaks, moisture or water damage. Moldy or musty odors are also a reliable indicator as to the presence of mold. Inspect for signs of mold, moisture, leaks and spills on a regular basis and eliminate the source of the water immediately. Look for discoloration or wet spots on the ceilings, walls, floors, windowsills, etc. Inspect condensation pans (refrigerators and air conditioners) for mold growth. Do not let water stand in air conditioning or refrigerator drip pans. Look around under sinks for standing water, water stains or mold. Take notice of musty odors and any visible signs of mold.

### Mold Cleanup

If mold is found, it must be removed and the source of the water must be eliminated immediately. The measures taken to initiate the clean up process are dependent on the extent of the problem. In many cases, mold can be removed by a thorough cleaning with a mild cleaning solution. If you have an extensive amount of mold or otherwise do not think that you can manage the cleanup on your own, your

Customer Service Representative can provide you with a list of professionals experienced in cleaning mold as most items can be completely cleaned of mold. Priority care must be taken to ensure that safe cleanup methods are employed. Any item that cannot be completely cleaned of mold should be discarded after checking with the cleaning professional to ensure that there is no other way to clean the item.

## Painted Surfaces

### Painting and Care of Interior Surfaces

The chemical composition of all paint is affected by climate conditions. Over time the finish might dull and yellow. This is a natural aging process and cannot be stopped. For a consistent color match when repainting have your paint supplier or home improvement center color match with a chip taken from the surface you plan to touch up or repaint.

The paints in your home will retain their beauty longer if you will follow a few recommendations that have been offered by professional painters. One of the most important recommendations is to avoid washing newly painted surfaces for at least three months. This will permit the new paint to dry and "set". After this period avoid the use of strong chemical cleaners and abrasive cleaners, either of which may cause permanent damage to the paint.

When paint touch up is required, do not forget that all paints change color as they age so a perfect color match is not possible. Regular repainting is a better option because this results in longer paint life and reduced maintenance costs. Please consider repainting your bathrooms and your kitchen more frequently. These areas get frequent exposure to steam and condensation and generally receive harder wear.

Variations in wood grain and color on stained wood stairs, paneling, siding, doors and wood trim are inherent characteristics contributing to the natural beauty of these amenities and cannot be controlled.

Clean and polish your stained wood stairs and front door interior surface as you do your fine wood furniture. On painted or laminated surfaces use only a mild soap with warm water for necessary cleaning.

### Exterior Finishes

The primary exterior finishes on your new home are masonry, cultured stone, vinyl and composite wood. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home annually.

#### Siding

Your new home may include exterior siding which adds character and beauty to the home. Modern siding is manufactured of man made composite materials that require less maintenance than traditional natural materials or natural wood. Although we select these materials to reduce the maintenance needs of your home, some maintenance is required:

Do not permit irrigation water to spray directly on siding.

Keep string trimmers away from all siding.

Inspect the exterior siding on your home annually, especially when exposed to weather conditions such as direct sunlight, extreme temperatures, high humidity or direct rainfall.

Remove loose or peeling caulking, clean surface of dirt and dust debris. Re-caulk the dry surface with an exterior paintable caulk. Look for gaps in caulking or caulking that is pulling away.

Look for fading, peeling or bubbling paint. Remove loose or bubbling paint, sand and prime with an exterior primer and repaint as needed.

Reset popped nails with a smooth finish hammer. Touch up paint as needed. If the nail will not reset, replace with a nail that is the next size larger in width.

### Siding/Exterior Millwork

Your new home is protected by a long lasting covering of high quality siding. Please refer to your manufacturer's recommendations for its care and maintenance. Because temperature and humidity change daily, your aluminum or vinyl siding is designed to expand and contract. Caulking is installed between siding and other exterior materials. The caulking requires periodic maintenance and must be repaired or replaced as required.

Never clean the siding with chemicals, steel, wool or wire brushes. There is no effective remedy for scuffed or scraped aluminum or vinyl siding except replacement. While replacement may be relatively simple, precaution against damage is clearly more efficient.

Some of the exterior trim around windows and doors may be wood or composite wood products. In natural and even man-made materials certain imperfections, knots and movement should be expected. The wearing surface is not the wood but the paint and caulk. Caulking should be inspected periodically and replaced or repaired as necessary. A joint, fingernail in width, will allow water to penetrate. This action can cause rotten wood within 6 months.

New wood will require repainting more frequently than expected as it absorbs more paint than older wood. Being a natural material, wood trim will expand and contract with temperature and humidity changes, so caulking requires periodic repair and replacement as needed.

#### Wood – Composite Wood

Because wood is a natural, porous material, it requires protection with caulking and paint if it is exposed to the elements. If the caulk is splitting or peeling, remove the peeling caulking, clean the surface of dust, dirt and loose paint then re-caulk with exterior paintable caulk. Paint as required. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint promptly.

Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every three months. Repaint every three to five years or as needed. Inspect the caulking on wood surfaces often. If necessary, re-caulk areas in which the caulk has deteriorated.

The exterior surface of your home may have exposed wood that has been painted according to industry standards. You can maintain its appearance by removing surface dust and dirt by hosing these surfaces clean with a low-pressure stream of water. Again, remember that exposure to the sun will cause fading and the new touch ups may not match exactly.

No absolute schedule for painting can be established as the weather, wind and sun exposure affect building surfaces differently. A professional painter may assist you in making the necessary decisions.

If you decide to repaint the exterior of your home, your best choice is a qualified painting contractor who is expert in surface preparation and applications.

#### Plumbing

##### Fiberglass Showers, Tubs and Enclosures

Fiberglass units take very little maintenance themselves. Periodic cleaning with a non-abrasive cleaner will allow them to perform for a long period of time. Around the perimeter where the unit meets drywall and especially where the unit meets the floor require periodic caulking. Inspect the caulking at the perimeter for cracks or separation and replace if necessary.

##### Ceramic Tile Showers and Tub Enclosures

You must maintain your bath and shower areas to prevent mildew build up and water leakage into the wall spaces for general hygiene and to prevent potential structural damage to your home.

To keep your shower and bathtub enclosure walls mildew-free, clean regularly with tile cleaner or a fungicide such as ammonia. Remove mold and mildew origination with a mold/mildew remover or chlorine bleach and water solution (1 part bleach to 4 parts water), or soap and water.

- ✓ Inspect all caulking and grout every six months for breaks in integrity and re-caulk or patch grouting as necessary. Scrape out loose, cracked, powdery joints and refill with good grout. When repairing the joint between the tub or shower tile and your wall, fill the cleaned, dry joint

with a flexible caulking compound such as silicone rubber according to the manufacturer's directions.

- ✓ The tub overflow must be tightened at least once every six months.

### Drains

Grease build up is the most frequent cause of plumbing drain stoppage. We recommend you put cooking oils and grease in the household trash. If you must pour these down the drain, always run cold water at the same time. Warm water will cause the oil/grease to coat and eventually clog the pipes.

Petroleum-base products, such as paint or lacquer thinner, can damage pipes and should never be poured down the drain

Sink and tub stoppers designed to trap hair and foreign matter should be cleaned regularly to ensure good drainage.

- ✓ Drain traps should be observed every six months to see that waste is flowing smoothly.
- ✓ Drains must be inspected for leaks and to ensure that all connections are tight every six months. Open cabinets and look at all pipe connections and shut off valves.

### Faucets

The best way to prolong faucet life is to avoid force when turning off the water. Unnecessary force may cut or otherwise damage "o" rings, washers, sleeves or seats and require premature replacement of the entire faucet. Normal hand pressure should result in a full shutoff of water flow and drips. Loose or worn washers usually cause noisy pipes and faucets as well as drips. Keeping a supply of "O" rings or cartridges is a good idea. Inspect and tighten faucets once every six months.

If a sink faucet develops a leak, turn the water stop clockwise to the off position. The water stop valve is located underneath the sink. For a tub or shower faucet leak within the wall, turn off the house water supply at the main valve control and notify our Customer Service department or a professional plumber, as appropriate.

Use only a soft cloth to clean and shine all handles and decorative finishes. Use of polish, detergents, abrasive cleaners, organic solvents or acid may cause damage.

Replace valve gaskets as necessary. Disassemble the faucet according to the manufacturer's guidelines in the information manual. Use only specified replacement parts for repairs.

**NOTE: Always turn off the water supply and relieve pressure before working on your faucet.**

A leaking faucet may result from a worn out washer or from excessive sediment collected on the valve seat. Replacement stem assembly cartridges can be purchased at any plumbing supply store.

Remove (unscrew) aerator (the screen device located where the water exits the faucet) and flush out any foreign objects to maintain a smooth water flow.

This aerator must be removed and cleaned once every six months.

If the water heater, garden or washing machine faucet valves leak at the base of the handle, tighten the packing nut located on the top of the valve.

**NOTE: IF EXTENSIVE MAINTENANCE OVERHAUL OF THE FIXTURE IS REQUIRED, YOUR HARDWARE STORE OR HOME IMPROVEMENT CENTER CAN PROVIDE PARTS AND INSTRUCTION FOR THE REPAIR. OTHERWISE CONTACT YOUR PLUMBER.**

### Garbage Disposal

Do not load a disposal with food items before turning it on. Turn on the cold water and start the disposal. Drop food items slowly into the unit. When the unit runs clear, turn the disposal off and leave the water running for several seconds. This allows the waste to be carried away.

Only foods that are non-fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, rice, potato skins, artichoke leaves, olive pits, bones and solid or liquid grease. These items may cause your unit to jam.

If a jam happens or you experience other problems with your disposal, follow the corrective measures in the manufacturer's operating manual.

Your disposal is self-cleaning and self-contained needing no maintenance or lubrication of the motor. Because it is a consumer product, you must complete and mail in the warranty registration card for service. For optimum performance with the least amount of wear and tear, run plenty of cold water when using our disposal. If the disposal will not start, follow the instructions as provided in combination with the following information.

Always operate the disposal with the splashguard in place and according to the manufacturer's operating and troubleshooting instructions.

The manufacturer recommends that you check the following before calling for service:

- ✓ Loud noises - when the unit and water is completely off, remove the splash guard, investigate for and remove any foreign objects. Replace the splashguard.
- ✓ Disposal does not operate - check the breaker in the electrical panel.

The following may cause leaks at the top:

- ✓ To clean the disposal, fill the sink with cold water, turn on the disposal and remove the stopper. While the water is draining through the disposal, allow the tap to continue running. When the sink is empty the disposal will be clean.
- ✓ The disposal unit can be "freshened up" with ice cubes that are a solution of one (1) cup of vinegar per tray of water. Start the disposal and add a tray of vinegar ice cubes. After the grinding action is completed, flush the disposal with cold water.
- ✓ Never put lye or other chemical drainpipe cleaners into the disposal unit as they will cause serious corrosion of any alloy parts. This will also void all guarantees and warranties.

#### Hose Bibbs

**REMOVE GARDEN HOSES FROM HOSE BIBBS WHEN OUTSIDE TEMPERATURES ARE FORECAST TO FALL BELOW FREEZING. IT IS A GOOD IDEA TO KEEP GARDEN HOSES DISCONNECTED FROM FALL THROUGH THE END OF WINTER WHEN FREEZE DANGERS HAVE PASSED.**

#### Irrigation Sprinklers

Adjusting irrigation sprinklers is your responsibility. Observe the timing, amount and direction of the system. Adjust it to suit the needs of your irrigation. Do not permit the sprinklers to spray on the structure, fence or gates. Over watering can be expensive and cause damage to your lawn.

Your sprinkler system must be "winterized" in the fall before freezing temperatures arrive. This process involves turning the system off and blowing out the system. Eastbrook recommends hiring a professional to winterize your system.

Follow these guidelines for your new lawn:

#### Watering or Irrigation your lawn

- ✓ Keep it moist not wet.
- ✓ At seeding time: water twice daily between 7 and 9 AM and again between 1 and 3 PM, for 10 minutes each time per zone.
- ✓ After 3 mowings; reduce the watering to once a day in the mornings (6 to 9 AM) for 10 minutes per zone.
- ✓ The goal in watering a new lawn is to keep it moist not wet.
- ✓ Note: Watering after 5 PM can be detrimental to the health of the turf, as moisture this late in the day tends to encourage disease growth in the grass.

## Fertilizing

- ✓ Young turf is hungry turf.
- ✓ Apply fertilizer at light rates; one-half pound of nitrogen per 1000 sq. ft. every 2 to 3 weeks for the first 8 weeks after the seed has germinated. NEVER use weed and feed on a freshly seeded lawn.
- ✓ Note: This fertilizer should contain equal parts of nitrogen, phosphorous and potassium. Those are the three numbers on the fertilizer bag. Please try to sweep the fertilizer off of hard surfaces (driveway, sidewalks, and streets) where it can possibly be moved into a storm drain and eventually into bodies of water.
- ✓ After eight weeks fertilize monthly during the growing season with one half pound of nitrogen per 1000 sq. ft. until the lawn is one year old. For these applications the phosphorous (middle number on the bag) should be reduced or eliminated. One year after seeding the grass is ready for an established lawn's fertilizer program.

## Mowing

- ✓ Mow early and mow often.
- ✓ When the new grass has reached 2 to 3 inches mow it for the first time at whatever your normal height of cut will be. Then mow the grass as often as necessary being careful not to remove more than one-third of the grass blade. Mowing early and often will encourage the new grass to thicken and fill in more quickly.

## Sump Pumps

The maintenance and cleaning of the sump pump is your responsibility. Failure to keep the sump pump intake and area around the sump pump free of debris can result in a failure of the pump. Homes that have sump pumps typically have pea gravel under the concrete floor for water to drain through. Periodically these small stones flow through to the sump crock and may become lodged in the sump pump impeller. This situation is not covered by the Eastbrook Homes warranty. Consult a plumber for repair. **Some insurance plans do not cover the consequential damages due to failure of a sump pump. Check with your insurance company.**

## Water Heater

Your water heater is fully warranted by the manufacturer. **The manufacturer's limited warranty is void if the water heater is misused, altered or used for anything other than normal private household use. You may experience delays in hot water to some locations in your home due to the distance from the water heater. Re-circulation pumps or "insta-hot" devices are available at an additional cost. Delays can also be due to water saving shower heads.**

Your water heater system is equipped with a relief valve safety feature that helps prevent damage from excessive pressure or temperature. Always keep the area around your water heater clear and free from dirt, debris, flammables and storage items. Water discharging from your water heater could indicate that the setting is too high or that service is needed.

"Normal" is the recommended thermostat setting for everyday use. If you need exceptionally hot water, set the thermostat higher and reset for everyday use. Follow all manufacturer supplied operation, maintenance and safety information at all times.

## Gas Water Heaters

NEVER light a gas pilot or turn on electricity when the water heater tank is empty. Always turn off the gas supply at the water heater before shutting off the cold water supply. Instructions for lighting the pilot are usually found on the burner near the pilot access opening. Read before trying to light the gas pilot.

Lighting instructions and the thermostat adjustment and hot water warning are provided by the manufacturer.

Regular inspections of your water heating equipment including the temperature control (120F maximum) and pressure relief valve function. Make repairs and adjustments as necessary. Required maintenance is as follows:

- ✓ Plan for an annual inspection of the water heater by a properly licensed technician (ideally when your furnace/air conditioning equipment is inspected.) Include:
- ✓ Checking all gas connections.
- ✓ Checking the exhaust flue to make sure it is clear of snow and debris.
- ✓ Making sure all combustion air openings are unobstructed.
- ✓ Removing any scale that may have fallen on the burner or floor shield (vacuum).
- ✓ Inspecting the pilot and burner for normal flame patterns.
- ✓ Removing and inspect anode rod; replace as necessary.
- ✓ Performing all repairs, adjustments and cleaning as needed.
- ✓ Removing combustible/flammable materials surrounding water heater.
- ✓ Drain a few quarts of water from the tank every six months to help remove solids and hard water deposits.
- ✓ Drain and flush the water heater annually to remove any sediment buildup and clean the tank bottom.
- ✓ Annually lift and release the temperature relief-valve level handle to make certain the valve operates freely and allow several gallons to flush through the discharge line. Make certain the discharged water is directed to an open drain.
- ✓ Check temperature control annually.

#### Garden Tub

Your garden tub is fiberglass. Use only a mild, nonabrasive liquid detergent solution to clean it.

If your garden tub has whirlpool jets thoroughly review the information for instructions on operation, controls, care and cleaning and for precautions/safety instructions.

The garden tub overflow must be tightened once every six months.

#### Toilets

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

Always keep a plumber's plunger on hand to use in the event of a stoppage of the toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction.

Stoppages that occur due to construction debris are covered by the limited warranty. Stoppages that are not construction related are your responsibility. If you are unable to clear the obstruction yourself we suggest that you contact a plumber. Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If you experience a total main line plumbing stoppage within the first 30 days after closing, contact Customer Service. After that time we recommend that you contact a plumber. If the plumber can demonstrate that the stoppage was due to construction debris or a faulty installation, we will reimburse the cost of the plumber. This reimbursement does not include collateral damages and personal expenses.

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

If your toilet is not filling properly, observe the level in the toilet tank when the valve shuts off. If the water level is too low, adjust the fill level using the adjustment on the float arm or on the fill tube, whichever is appropriate.

Do not lean back against the toilet back; it is not a backrest. Your tank has been checked for leaks during our inspection process. Leaks from toilet tanks are only covered by warranty for 60 days from commencement.

**Water saver toilets are installed in your home. Low flow or water saver toilets are designed to reduce water usage and are required by the building code. At times you will find a single flush does not clear the toilet bowl. When this happens, wait for the toilet tank to refill then flush again.**

**IMPORTANT: NEVER DISPOSE OF NON-SOLUBLE OR BULKY MATTER, SUCH AS DIAPERS OR SANITARY PRODUCTS, THROUGH YOUR TOILET.**

Such wastes should be discarded with other rubbish in the usual manner, rather than through sewer lines. If a toilet stoppage occurs, contact a plumber immediately.

#### Water Main Shutoff Valve

Your entire water system has a main supply valve that controls all of the hot and cold water flows through your home. Be sure you are familiar with its location in case of emergency situations.

If a water leak occurs in the system that you cannot control by closing the water stop located at the individual fixture, you must turn off the water at the main supply valve. Make sure all members of your household are very familiar with the main supply valve location and operation.

The main supply valve may become corroded from lack of use or from the existence of hard water. So open and close the valve annually to ensure that it will operate freely. Lubricate valve stem when needed.

#### Smoke Detectors

A 110-volt smoke detector system with a battery backup is in each bedroom and in each hall that adjoins a bedroom and on each floor. These installations fully comply with all building code and fire safety requirements. The smoke alarms are powered by the electrical system. A 9-volt battery in each detector is your backup power if electrical power failure. When the battery is low you will hear an intermittent beeping or chirping. Turn the alarm housing counterclockwise and separate it from the base of the alarm.

- ✓ Replace the battery located on the backside of the housing annually whether or not they are chirping. All batteries in every alarm should be replaced at the same time.
- ✓ Each smoke alarm unit should be tested annually by pressing the "test" button, which should result in an audible warning. This test assures you that the unit is functioning properly.

#### Structural Components

To maintain the structural integrity of your new home, do not alter or misuse specific engineered design components. If you wish to remodel your home, do so only under the guidance of a qualified professional remodeler.

#### Concrete walks and driveways

Exterior concrete in a cold weather climate like Michigan is subject to many factors that affect its performance. Salt, freeze-thaw cycles and frost heave are all too common in our area, yet are detrimental to the performance of concrete. To prolong the life of your exterior concrete and help protect it from the elements it is important to seal your driveway. The frequency of applications depends on the quality of the product and the manufacturer's recommendations. The best sealers to use will contain silanes or siloxanes. These products will help repel water and salts but will need reapplication. A

recommended product that is available locally is **Barricade Silane 40** that can be purchased at: Concrete Central, 1301 Century Avenue, Grand Rapids, Michigan 49503 (616.475.8800).

Your exterior concrete was installed following the recommended practices in a cold weather climate. To slow down the drying process, an initial curing compound was applied immediately after it was poured. The curing compound must be worn off before a concrete sealer can be applied. This usually takes about 9 months of use for this to take place. Please follow the manufacturer's instructions for the preparation and application of the sealer.

If there is a warranty claim in the future, Eastbrook Homes will need to see receipts and dates of applications of these products to be able to pursue this issue.

As with poured concrete foundation walls, hairline cracks will appear in the concrete flatwork in your new home. Most hairline cracks are "cosmetic" in nature and may be repaired according to established standards.

Concrete lead walks and patios may rise and fall due to freezing and thawing of the soils on which they are poured. This is a normal condition and is not covered by warranty. Cracks will also develop as a result of this seasonal movement. Some minor re-grading of the areas adjacent to concrete walkways by the homeowner may also be required.

**THE SALT RUNOFF FROM CARS PARKED ON THE DRIVEWAY OVER A PERIOD OF TIME IS VERY DESTRUCTIVE TO THE CONCRETE SURFACE. TO HELP PROTECT YOUR DRIVEWAY, REMOVE THE SLUSH THAT FALLS FROM THE VEHICLE. KEEP THE DRIVEWAY FREE OF ACCUMULATED SNOW AND ICE RESIDUE.**

#### Foundation/Concrete Slab

Though care was taken in its installation, the very nature of concrete makes it impossible to prevent some minor cracking. This will not affect your home's structural integrity. Your concrete has been cut or products installed to encourage your concrete to crack along those control joints.

Various coatings are available for concrete floors. Many of them are prone to failure due to chemical actions of solvents and oil due to severe temperature fluctuations within a garage. We will not be responsible for any adverse results of after-market installation of these coatings.

#### Framing

The inner and outer walls of your home are made up of a system that includes wood studs, steel posts, wood beams and an engineered steel reinforced foundation. Because of modern design tolerances many of the walls of your home are considered structural or "bearing" walls.

Improper modification to the individual framing components could cause stress forces upon areas of your home not designed to handle heavy weight loads and could cause possible structural damage or failure.

#### Floor System

The floor system of your home is designed to meet or exceed local applicable building codes. If placing heavy objects such as a piano or pool table, use floor coasters for each furniture leg or foot to spread the weight load and help prevent a puncture to the wood floor sheathing.

Your floors may squeak from time to time because of drying wood, weather and normal settling. We will repair excessive squeaks that occur during the first year after closing on a one-time basis. After that time these items will be considered normal maintenance and your responsibility as a homeowner.

#### Roof Trusses/Attic

The roof trusses in your home have been designed specifically to carry the weight load of snow, roof sheathing and roofing. Unless requested in writing, the trusses are not engineered to carry the additional weight of household goods or storage sheathing.

#### Vents

Your home has several types of vents designed to exhaust hot air, fumes and moisture from the bathrooms, kitchen, laundry room, furnaces and water heaters. **Eastbrook Homes is not responsible for birds and insects entering the vents.**

#### Bathroom Fan Vents

These fans are low maintenance and require only occasional cleaning of fan blades and vent cover. The fan motor is self-lubricating.

#### Laundry Dryer Vent

Your laundry room has been equipped with a dryer vent to exhaust the moist dryer air to the outside of your home. Inspect the exterior vent outlet to insure that the vent is clear of any debris.

Check the interior connection point of the vent to make certain lint has not built up and make sure that the flex hose from the dryer to the vent connection is not crimped or clogged.

Clean out the vent line every six (6) months or as often as needed to keep clear and operational. An obstructed vent line creates a fire hazard and could cause the dryer-heating element to malfunction.

Consult the manufacture's manual for further details.

#### Stove Top Hood Fan Vent

Remove and clean the grease filter once a month according to manufacturer's guidelines. To clean the filter, soak it in a solution of detergent and hot water. Do not use ammonia or ammonia products. Light brushing may be used to remove embedded dirt. These fans are low maintenance items and require only occasional cleaning of the fan blades and vent cover. The fan motor is self-lubricating.

#### Windows

The windows and sliding glass doors installed in your home are guaranteed by a manufacturer warranty. This warranty does not apply if the windows and/or sliding glass doors are misused, altered or used for any purpose other than normal household use.

#### Condensation

Condensation on windows can be a sign of excess humidity in your home. While a small amount of condensation around the corners of the windows is normal, excessive condensation can lead to damage to your home. The first areas to be damaged are window frames and sills that are exposed to the run off from condensation.

Even more serious damage can occur when excess humidity in the home can penetrate the structure, blister paint, create mildew conditions within the walls and weaken components. Follow these steps to reduce the humidity in your home:

- ✓ Run bathroom fans when the shower is in use.
- ✓ Check the humidifier setting. A typical setting is around 32% in the winter (turn off the humidifier in the summer). This setting may have to be turned down in extremely cold temperatures or if your family lifestyle provides additional moisture.
- ✓ Inspect the dryer vent connection and exhaust.
- ✓ To reduce moisture in the air, cover pots while boiling water in the kitchen.
- ✓ Condensation between the panes of double glazed windows is an indication that the seals are damaged and the glass should be replaced.

#### Windows and Sliding Glass Doors

The window and door frames installed in your home are a formed extrusion of solid vinyl with thermally welded corners.

You can maintain their appearance for years with periodic cleaning. Use a mild soap and water to clean the vinyl frames.

Most windows and sliding glass doors are designed for a ten-pound pull. If they stick or excessive pressure is needed to open or close, apply a silicone lubricant. The tracks must be cleaned, lubricated and adjusted every six (6) months.

There is at least one water weep hole in the exterior ledge of the window frame. Be sure weep holes are always open as water will accumulate if they are plugged. Weep holes must be cleared every six (6) months. All window panes and screens should be inspected every six (6) months.

#### Home Safety

Each year too many Americans are injured in home accidents. Here are some home safety suggestions designed to avoid injuries and save time, worry and needless expense.

##### Gas Water Heater Safety

Avoid storage of any flammable materials near your water heater. Keep packaging materials and other items away from the water heater. If the water heater does not start, arrange a service call from a plumber.

##### Oily Cleaning Rags

**NEVER PILE OILY OR GREASY RAGS WHERE THEY ARE EXPOSED TO AIR OR HEAT. IF THEY MUST BE STORED, SEAL THEM IN A METAL CONTAINER WELL AWAY FROM HEAT SOURCES. THIS IS ESPECIALLY IMPORTANT WHEN RAGS ARE SATURATED WITH FURNITURE POLISH, FLOOR OILS, LINSEED OIL OR PAINT.**

##### Rugs

Rugs should be laid on non-slip pads or undercoated with nonskid materials. Small loose throw rugs can be especially dangerous when placed at the head or foot of stairs. Stair carpeting should always be securely fastened.

##### Stairways

Orient your entire family to the necessity of keeping halls and stairways clear of loose articles that might trip someone. Remove boxes, toys, mops, brooms and tools to their allotted storage areas.

##### Trash

Do not let trash accumulate - it is a potential fire hazard and may attract vermin. Never stack newspapers and magazines near your furnace or hot water heater.

## Maintenance Schedule

The schedules below are requirements for the care of your home. There is no guarantee that this level of care will be adequate. Actual care requirements may be higher due to weather, usage or other individual circumstances. Additional maintenance requirements may be found in the Maintenance Requirements of the Manual.

MAINTENANCE ITEM	FREQUENCY	DATES PERFORMED			
<b>Air conditioner and Furnace</b>					
Filters (replace)	6/year				
Start before each season	1/year				
Air registers and returns (adjust)	1/year				
Thermostat	1/year				
Humidifier filter	1/year				
Professional Inspection	1/year				
<b>Cabinets</b>					
Hinges (lubricate)	1/year				
Hinges (tighten & adjust)	1/year				
Doors & Drawers (clean & polish)	1/year				
<b>Caulking</b>					
Baseboards	1/year				
Ceramic Tile	1/year				
Doors and door jambs	1/year				
Shower Enclosures	1/year				
Sink tops	1/year				
Toilets	1/year				
Tubs & Showers	1/year				
<b>Carpet</b>					
Vacuum	*See below				
Spot clean	As needed				
Overall – Professional	As needed				
<b>Concrete</b>					
Sealing	1/year				
<b>Doors</b>					
Finish (inspect)	1/year				
Repaint	as needed				
Weatherstripping/sweeps/thresholds	1/year				
<b>Doors – Hardware</b>					
Fixtures & bulbs (inspect)	As needed				
<b>Garage Door Systems</b>					
Chain or belt drive (lubricate)	2/year				
Rollers/bearings & hinges (lubricate)	2/year				
Hinge screws (tighten)	1/year				
All Bolts (tighten)	1/year				
<b>Gutter and Downspouts</b>					
<b>Grout Crack Repair</b>					
Bathtubs	2/year				
Hearths	2/year				
Shower pans	2/year				
<b>Insect and Pest Control</b>					
<b>Plumbing</b>					
Aerator (clean)	2/year				
Drains (inspect and tighten)	2/year				

Faucets (inspect and tighten)	2/year				
Pipe connections (inspect/ tighten)	2/year				
Trap (clean)	2/year				
Tighten tub overflow	2/year				
Inspect shutoff valves for leaks	1/year				
<b>Smoke Detectors</b>					
Test	4/year				
Change batteries	1/year				
<b>Water Heater</b>					
Pressure relief valve	1/year				
Drain tank (partial)	1/year				
Check temperature setting	1/year				
<b>Windows</b>					
Tracks and weepholes (clean & lube)	1/year				
Panes and screens (inspect)	1/year				

\*Carpet should be vacuumed once a week for each family member, including pets.

**FAILURE TO PROPERLY MAINTAIN YOUR HOME CAN VOID ALL OR PORTIONS OF YOUR WARRANTY. LACK OF MAINTENANCE CAN BE A DEFENSE TO A CLAIM OF SYSTEM FAILURE. FOR YOUR OWN PROTECTION AND FOR THE HEALTH AND SAFETY OF YOUR FAMILY PLEASE FOLLOW THE MAINTENANCE REQUIREMENTS SET FORTH IN THIS SECTION. IF YOU HAVE ANY QUESTIONS ON HOW TO PERFORM PROPERTY MAINTENANCE PLEASE CONTACT YOUR CUSTOMER SERVICE REPRESENTATIVE.**

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## Troubleshooting Suggestions

### PLUMBING

If a water main breaks or a major plumbing leak develops, turn off the main water valve. It is located in the basement next to the water meter.

If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shutoff valves located under or behind the unit. Arrange for service.

If a toilet becomes clogged, turn off the water to the fixture. Follow the procedures outlined in the Home Owner's Maintenance Requirements section of this Manual.

If you notice that a toilet is "flushing" or running at various times, it is likely that the flapper requires replacement. You can purchase a replacement flapper at a home center or hardware store.

If a toilet valve does not shut off when the toilet tank is full it is usually due to one of these problems:

- ✓ Debris or the flapper chain is inhibiting the full closure of the flapper. This is easily repaired by reattaching or adjusting the chain.
- ✓ The flush valve has become stuck. This can be remedied by locating the sticking part and readjusting it.

If you notice a leak in the tub or shower, turn off the water at the main shutoff valve and arrange for service. Do not use the shower or tub until service can be provided.

If there is a leak in the water heater, turn the shutoff valve on top of the heater to 'off'. Turn the gas supply off and drain the water heater.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. If you are within the one-year warranty period, contact Customer Service for service. If the leak cannot be isolated, turn off the main water service.

### ELECTRICAL

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

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

If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into that outlet, check the appliance for a short in the cord or other problem and unplug it. If this is not the problem, shut off the problem circuit and contact the electrical subcontractor listed on your Emergency Sticker.

**NOTE:** Immediately contact the fire department if there is any possibility of a fire.

If there is no power in a bathroom, kitchen, garage or outside receptacle, these receptacles may be connected to a Ground Fault Interrupt (GFCI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the nearest GFCI outlet. If the reset button has tripped, unplug the appliance and press the reset button to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker to trip. Defective appliances can trip a GFCI when they will not trip a standard breaker.

Rarely will a GFCI be too sensitive and require replacement. Contact Customer Service if you have questions about the GFCI outlets in your home.

If there is no power to an electrical outlet, make sure that a wall switch that may be turned off does not control the outlet. The outlet will be turned upside down compared to the other outlets in the home. Once this is determined, inspect the circuit breakers and reset any that are in the OFF position.

If a luminous light fixture does not work, make sure all bulbs are new and installed properly. Check wall switches and circuit breakers.

#### HEATING AND AIR CONDITIONING

If the heating system is not working properly, make sure the thermostat is set to a temperature higher than the room air and the thermostat is turned to the "heat" position. Make sure the circuit breaker is in the on position and the switch on the furnace is in the on position (this switch can be turned off by children). See the Construction Standards section for information on the heating and air conditioning system in your home. If you are unable to isolate the problem, contact Customer Service during regular business hours.

If your air conditioning unit shuts down or will not start, make sure the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it to restore power to the unit.

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## Warranty

### CUSTOMER SERVICE POLICY

It is Eastbrook Homes' policy to provide courteous and timely service for all warrantable items as defined by the provisions of the contract and in accordance with the procedures outlined below. Of course weather conditions, parts availability and contractor scheduling must be taken into account. Please submit warranty requests in writing or by email to: [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com).

### CUSTOMER SERVICE PROCEDURES

**Non-emergency and emergency services are only available for one (1) year from the commencement date.**

The Eastbrook Customer Care Department will contact you to schedule an assessment of issues at both 3 and 11 months after the commencement date. If it is determined that warranted items need repair, an appointment will be scheduled to make the corrections. If there is an issue that cannot wait for either of these appointments, please contact the Customer Care Department.

**NOTE: ALL WARRANTY WORK WILL BE SCHEDULED FOR NORMAL WORKING HOURS, MONDAY THROUGH FRIDAY FROM 8:00 AM – 4:00 PM. YOU OR YOUR REPRESENTATIVE MUST BE PRESENT DURING REPAIRS. REPAIRS CAN ONLY BE MADE ON WARRANTED ITEMS INSTALLED UNDER YOUR CONSTRUCTION CONTRACT AND NOT ON CUSTOMER IMPROVEMENTS.**

**Non-Emergency Warranty Requests:** Please remember that all requests for non-emergency service should be submitted by mail to the Eastbrook Homes Customer Service or send an email to: [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com).

**Emergency Warranty Requests:** The emergency warranty service is reserved for homes within one (1) year of the commencement date. If during this period of time there is a plumbing leak, lack of heat when temperatures are below 50 degrees or electrical emergency, please contact Eastbrook Homes after hours emergency service pager at 616.455.0200. Enter 3, and you will be connected to our answering service who will question whether these criteria have been met. If it is an emergency, an Eastbrook Homes employee will be contacted and they will return your call.

If you contact Eastbrook Homes or a subcontractor for non-emergency warranty or if you are beyond your warranty period, you maybe subject to an after-hours charge, and payment will be expected at time of service.

#### Entry in Your Absence

Our representatives and our subcontractors will not enter your home in your absence to make repairs after you have moved in without your specific approval. We do not keep keys to your new home. We will contact you to make arrangements to meet you at your home. Please note that service work can be delayed because of special scheduling requirements. When the requested work has been completed, we will ask that you sign to indicate completion and acceptance. Service calls are scheduled between the hours of 7:30 AM and 4:00 PM Monday through Friday.

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## EMERGENCY WARRANTY POLICY

**Emergency service is only available for homes within one year of commencement date.**

1. **Emergency Phone calls:** Before you contact Eastbrook Homes Service to report an emergency, please evaluate the problem conditions carefully in conjunction with the Guidelines for Emergency Warranty detailed on the following pages. Except under the circumstances listed on the following page, all warranty requests must be made to the Eastbrook Homes Customer Service Department.

2. **During Normal Business Hours:** Monday through Friday, 8:00 AM to 4:00 PM please Eastbrook Homes Customer Service Department at 616.988-1351.

**NOTE: IF YOU CONTACT A CONTRACTOR TO YOUR HOME OUTSIDE OF NORMAL BUSINESS HOURS FOR A NON-EMERGENCY SERVICE ITEM, YOU MAY BE REQUIRED TO PAY THE CONTRACTOR'S REPRESENTATIVE THE APPLICABLE CHARGE FOR THE CALL BEFORE THE WORK IS STARTED.**

3. **Storm Damage:** Storm related damage caused by strong winds, heavy rains or snow and ice are not ordinarily covered by the builder warranty. Contact your insurance company for resolution of the problem.

### **GUIDELINES FOR EMERGENCY WARRANTY**

1. **Electrical** - The following four conditions **do not** constitute an emergency condition:

- A. Circuit breakers are not in the full "on" position.
- B. Appliances are not operating properly (call for appliance service during normal business hours).
- C. Power outage outside the home.
- D. GFI outlets are not on.

2. **Plumbing** - An emergency condition exists **only** when one of the following conditions exist:

- A. No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
- B. All water closets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will incur for the emergency service call.
- C. Uncontrollable leakage that may cause significant property damage.

3. **Heating and Air Conditioning** - An emergency condition exists in the following case:

- A. Heating – when heat is lost due to a malfunction in the furnace and when the outside temperature is 50 degrees or below. NOTE: All service calls placed after normal business hours and before midnight will be taken care of as soon as possible. Calls placed after midnight will be handled the following morning.
- B. Cooling – All calls will be handled during normal business hours. Cooling failures do not constitute an emergency condition unless a documented health problem requires conditioned air in the home.



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## Limited Warranty

### Warrantor

This is a limited new home warranty issued by Eastbrook Homes Inc., a Michigan corporation, of Grand Rapids, Michigan, (hereinafter called "Eastbrook" or "builder").

### Beneficiary of Limited Warranty

This Limited Warranty is extended exclusively to the initial or original purchaser of a new home from Eastbrook.

### Warranty

1. Eastbrook warrants that for one (1) year beginning on the commencement date the home will be free from defects due to noncompliance with the standards attached to this warranty.
2. Eastbrook warrants that for two (2) years beginning on the commencement date, the home will be free from major structural defects due to noncompliance with the performance standards attached to this warranty.
3. This Limited Warranty is subject to all of the definitions, limitations and provisions of this entire document. All warranty work is to be completed during the normal work week, Monday through Friday, 8:00 AM to 4:00 PM.

### Definitions

1. "Commencement Date" shall mean the date the original purchaser moves into the home or the date the purchase is closed, whichever date is earlier.
2. "Major Structural Defects" are defects in the foundation system, footings, beams, girders, lintels, columns, structural bearing walls and partitions, floor systems or roof framing systems which reduce their load bearing capacity and render the home unsafe or unlivable.

### Scope of Warranty

1. This Limited Warranty covers only defects in work performed by Eastbrook or its subcontractors and does not cover defects in work performed or completed by the purchaser/home owner or by a subcontractor directed by the purchaser/home owner. For purposes of such exclusions, the term "home owner" shall include the home owner's agents, family, invitees, employees and contractors as well as the home owner.

### Exclusions

The following are specifically not covered by this Limited Warranty:

1. Any consequential damages to personal property.
2. Any item performed or completed by the homeowner or by any subcontractor directed by the homeowner.
3. Any defect which is caused or made worse by negligence or improper maintenance by the homeowner or his employees or contractors; any defect caused by the use of harmful products in the home such as scented candles; any defect caused or made worse by changes of grade around the home by the homeowner or his agents; any defect due to dampness or condensation due to the homeowner not maintaining adequate ventilation in the home; any increase in a defect due to failure

of homeowner to notify Eastbrook promptly upon discovery, or due to homeowner's failure to take timely action to minimize.

4. Conditions arising from normal wear and tear, alterations or additions by homeowner or defects caused by any actions of homeowner.
5. Any defects due to an outside force such as accidents, explosions, floods, earthquakes, windstorms, change in the level of the underground water table, radon gas or pollutants.
6. Any defects due to insect or pest damage, and their control or elimination.
7. Any bodily injury, adverse health effects or death to persons; or damage to personal property or other consequential or incidental damages arising from the defects.
8. Any condition that does not result in actual physical damage to the home.
9. Eastbrook is not responsible for any damage caused by mold, including but not limited to property damage, personal injury, adverse health effects, death, loss of value, or any other effects. Whether or not a homeowner experiences mold growth depends largely on how you manage and maintain your home.
10. Any defect that is not timely reported to Eastbrook according to the provisions of this Warranty.

### Inspections

#### Before move in:

1. Purchaser must make a complete inspection of the home with the construction manager and/or service manager. A Homeowner Orientation form will be completed at that time listing any defects or incomplete items. Any item not reported on the Homeowner Orientation form will not be covered by this Limited Warranty unless it is convincingly established by the home owner that such defect occurred before the date of such inspection.
2. Most repair items on the Homeowner Orientation form will be corrected prior to occupancy. However, there may be minor items that should be completed within 15 working days of the Homeowner Celebration.
3. Also during the Homeowner Celebration, the home owner will be acquainted with a working knowledge of the home and will be informed of Eastbrook's warranty and home owner maintenance. The homeowner will sign the Homeowner Orientation form at the completion of the Homeowner Orientation.

#### After move in:

1. Emergency items such as furnace malfunctions, plumbing leaks or electrical failures should be called in directly to the appropriate subcontractor as listed on the sticker on your furnace. Also accompany this call with a letter to the Customer Service Department describing your actions so that we are able to track your service problems.
2. Structural items, water leaks or other problems affecting health and safety should be called in to Eastbrook at 616.988.1351.
3. Repairs that are not of an urgent nature should be held for ninety (90) days and compiled into a list. Between 90 and 120 days after closing, our Customer Service Department will contact you by mail to set an appointment to review your warranty list and schedule a time frame for completion of your warranty work.
4. Near the eleventh month of your one-year warranty you should submit in writing a year-end report. We will also be happy to discuss any maintenance questions you may have at that time. To initiate the procedure contact Customer Service Department by mail, fax or email as listed below.

Please note that correspondence can be done by fax at 616-455-7208 or email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com) or in writing to:

**Customer Service Department  
Eastbrook Homes  
1188 East Paris Avenue Suite 100  
Grand Rapids MI 49546**

**REMEMBER WE ARE MOST INTERESTED IN YOUR SATISFACTION. PLEASE CALL US IF THE SERVICE BY OUR EMPLOYEES OR SUBCONTRACTORS IS NOT COURTEOUS AND SATISFACTORY.**

## Performance Standards

### Introduction

The following performance standards are intended to give the home owner and Eastbrook Homes the information necessary to determine whether or not any particular item is defective. It should be noted that many items of construction that may appear to be defective are within construction standards. Therefore, Eastbrook will perform and repair items to the construction standards that may not necessarily be what the home owner has expected.

### Home Owner's Responsibility

**The new home will require the home owner to perform a number of maintenance items to reduce the likelihood of damage to the home. Failure to perform and document maintenance may affect your warranty.**

### Construction Standards

The following items represent the applicable construction standards and are divided into topics, including site work, concrete, masonry, wood and plastic, thermal moisture protection, doors and windows, finishes, equipment and mechanical items.

CATEGORY	ITEM	OBSERVATION	ACTION REQUIRED	COVERAGE
BASEMENT	FLOOR	Cracks in basement flooring exceeding 3/16" wide or 1/8" vertical displacement	Eastbrook will repair cracks exceeding tolerances	1 year
		Uneven floor areas where crown or depression exceeds 1/4" in 32" length	Eastbrook will level area to tolerance	1 year
	FOUNDATION WALLS	Cracks in the foundation walls that exceed 1/8" wide	Eastbrook will repair the crack	2 years
	WATERPROOFING	Leaks in basement	Eastbrook will eliminate the cause of leaks	2 years
	SUMP PUMP	Sump pump fails to operate (stones in impellar not warranted)	Eastbrook will replace a sump pump that fails to operate due to electrical failure within the unit. <u>Eastbrook is not responsible for any water damage caused by sump pump failure. See your homeowner's insurance policy for coverage.</u> Eastbrook will not be responsible for failure caused by lack of home owner maintenance on the sump pump. (see Care and Maintenance Section)	1 year
CABINETS	KITCHEN/BATH	Cabinets separate from wall or ceiling 1/4"	Eastbrook will repair	1 year
		Cracks in door panels	Eastbrook will replace	1 year

CATEGORY	ITEM	OBSERVATION	ACTION REQUIRED	COVERAGE
		Door warpage exceeding 1/4" high and wide	Door will be replaced	1 year
		Shrinkage in door panels	Door panels will shrink and expose unfinished wood	Not covered
		Misalignment of doors	Eastbrook will adjust	1 year
		Variation in stain color	Due to normal grain variations, Eastbrook cannot guarantee stain color	Not covered
FIREPLACE	TILE	Ceramic tiles crack or become loose	Eastbrook will replace tile if not due to negligence (Eastbrook not responsible for color variations)	1 year
	MASONRY	Masonry comes loose or cracks in mortar exceed 1/8"	Eastbrook will repair masonry (not responsible for color variations)	1 year
	FIREPLACE	Fireplace fails to light	Eastbrook will repair fireplace to proper working order	1 year
		Circulating fan (if included) fails to operate	Eastbrook will repair or replace fan as necessary	1 year
		Fireplace is cold	A certain amount of cold air comes in the exhaust vent. No action is required	Not covered
	MANTEL	Mantel separates from wall more than 1/8"	Eastbrook will caulk or repair as needed	1 year
CONCRETE	DRIVEWAYS,GARAGE FLOORS AND EXTERIOR CONCRETE	Depressions that retain water in excess of 1/2" deep	Eastbrook will repair or replace as needed	1 year
		Concrete surfaces settle or heave in excess of 3/4" where it abuts another concrete surface	Eastbrook will repair or replace as needed	1 year
		Cracks exceeding 1/4" wide or 3/8" vertical displacement	Eastbrook will repair or replace as needed	1 year

		Disintegration of the concrete surface resulting in the appearance of coarse aggregate below the surface	Eastbrook will repair concrete surfaces unless caused by salt or chemical damage (documentation and receipts of sealing maintenance required)	1 year
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACQUIRE REQUIRED</b>	<b>COVERAGE</b>
		Concrete settles, heaves or separates in excess of 3/4" from home	Eastbrook will repair or replace as needed	1 year
COUNTER TOPS	KITCHEN/BATHS	Delamination of counter top material	Eastbrook will repair	1 year
		Open seams in counter tops exceeding 1/16"	Eastbrook will repair	1 year
		Chips in counter tops	Eastbrook will not repair unless noted on Orientation form	Not covered
		Cracks in cultured marble surfaces	Eastbrook will repair	1 year
		Gaps between counter top and wall in excess of 1/8"	Eastbrook will repair	1 year
DOORS	EXTERIOR	Failure to operate properly by binding, sticking; not latching or sealing	Eastbrook will make necessary corrections	1 year
		Shrinkage and warping of wood doors	Panels will shrink and expand and may expose unpainted or unstained surfaces. Wood doors will warp and are not recommended in this climate	Not covered
		Door finish	Exterior paint or finish (fiberglass) shall not crack or peel	1 year
		Dents and damage	Eastbrook will not repair or replace if not noted on Orientation form	Not covered
	GARAGE	Fail to operate properly	Eastbrook will correct or adjust door as required. Realignment of photo cells is not covered.	1 year
		Leak (through) or under door	Eastbrook will make needed adjustments if needed. Some water can be expected under high wind conditions	1 year

DRYWALL	INTERIOR FINISH	Cracks in drywall, nail pops	Eastbrook will repair any cracks, nail pops, blisters in tape and corner bead pops on a one-time basis during first year. <b>(Painting by home owner)</b>	1 year
		Excessive waviness or seams visible in normal light	All seams are visible under excessive light. Eastbrook will repair visible seams under normal light	1 year
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACTION REQUIRED</b>	<b>COVERAGE</b>
EXTERIOR	TRIM	Excess warping, cupping, splitting or rotting of wood or composite trim	Eastbrook will repair or replace as necessary.	1 year
		Exterior trim pulls away from its surface	Eastbrook will re-attach and seal the material to the surface	1 year
		Open joints in exterior trim exceeding 1/4"	Eastbrook will repair or replace as needed	1 year
	FLASHING	Flashing leaks	Leaks due to improperly installed flashing will be corrected	1 year
	WALLS	Vinyl siding does fade excessively	Vinyl siding will fade. If siding fades excessively Eastbrook will replace	1 year
		Composite siding becomes loose or detached	Unless the problem is a result of catastrophic winds, Eastbrook will correct	1 year
		Siding materials show signs of deterioration and/or delamination	Eastbrook will hold manufacturer responsible for repairing or replacing faulty material	1 year
		Vinyl siding is loose	Vinyl siding must be installed loose for expansion and contraction	Not covered
		Vinyl siding melting	If melting occurs due to solar reflection from low E glass Eastbrook will replace siding and reduce reflection	1 year
FLOORING	CARPET	Carpet becomes loose at edges	Eastbrook will repair	1 year
		Carpet buckles	Eastbrook will re-stretch carpet on a one-time basis	1 year
		Fading, staining or discoloration	Manufacturer's warranty will apply	
		Premature wearing	Manufacturer's warranty will apply	

		Visible gaps in seams	Eastbrook will repair as needed	1 year
	HARDWOOD	Gaps in floors exceeding 1/8"	Most cupping is due to improper humidity settings in the home. Levels will be adjusted first before boards are repaired or replaced	1 year
		Indentations due to normal traffic	No action required	Not covered
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACTION REQUIRED</b>	<b>COVERAGE</b>
		Loose boards	Eastbrook will repair as needed	1 year
	RESILIENT	Becomes loose or bubbles	Eastbrook will repair as needed	1 year
		Fading or discoloration	Manufacturer's warranty will apply	
		Gaps in seams (sheet goods)	Eastbrook will repair as needed	1 year
		Gaps in seams exceed 1/8" (resilient tile)	Eastbrook will repair as needed	1 year
		Indentations due to normal traffic	No action required	Not covered
		Subfloor causing depressions or ridges exceeding 1/8" on 6" span	Eastbrook will repair as needed	1 year
		Fasteners popping through	Eastbrook will repair as needed	1 year
FRAMING	WALLS/FLOORS	Crowns or depressions in walls or floors exceeding 1/4" in 32" length	Eastbrook will correct the problem	1 year
		Delamination or deterioration of subflooring	Eastbrook will repair or replace faulty materials	1 year
		Floor squeaks	Eastbrook will take corrective action to eliminate loose flooring and minimize squeaks on a one-time basis. The absence of squeaks cannot be guaranteed	1 year
		Wall is out of plumb over 1/4" in a 32" vertical measurement	Eastbrook will correct the problem	1 year

	WINDOWS	Condensation (or frost)	Condensation on interior window surfaces is the result of extreme temperature differences and high levels of humidity inside the home. No action is required	Not covered
		Defects, including stress cracks or failed seals in insulated windows	Manufacturer's warranty will apply	
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACTION REQUIRED</b>	<b>COVERAGE</b>
		Excess air infiltration	Some infiltration around windows is normal especially during high winds. Eastbrook will take necessary corrective action by adjusting windows or weatherstripping	1 year
		Fail to operate properly	Eastbrook will correct or repair as needed	1 year
INSULATION	WALLS AND CEILINGS	Insufficient insulation	Insulation shall be installed in accordance with applicable energy and building codes	1 year
		Condensation on walls	Condensation could be a result of too high humidity or blown back insulation from high winds. Eastbrook will lower humidity settings ore repair insulation as needed.	1 year
INTERIOR	CERAMIC TILE	Cracks in grout	Eastbrook will repair as needed	1 year
		Tile cracks or loosens	Eastbrook will repair as needed	1 year
	DOORS	Door is loose or rattles	Eastbrook will repair as needed	1 year
		Door rubs on jamb	Eastbrook will repair as needed	1 year
		Split in door panel	Eastbrook will fill and finish to match as close as possible	1 year
		Delamination of door frame	Eastbrook will fill and finish to match as close as possible	1 year
		Warping exceeds 1/4" vertically or horizontally	Eastbrook will replace and refinish door	1 year
	TRIM	Joints in mouldings or joint to adjacent surface shall not exceed 1/8"	Most shrinkage issues are a result of improper humidity levels. Eastbrook will repair or caulk as needed	1 year
MASONRY (BRICK)	EXTERIOR FINISH	1/8" or greater cracks in mortar	Eastbrook will repair cracks 1/8" or greater in mortar. Eastbrook not responsible for color variations	1 year

		Efflorescence on masonry walls	Eastbrook will repair as needed	1 year
		Moisture entering home through masonry	Eastbrook will repair as needed	1 year
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACTION RQUIRED</b>	<b>COVERAGE</b>
MECHANICALS	ELECTRICAL	Circuit breakers trip excessively	Eastbrook will repair as needed	1 year
		Malfunction of outlets, switches or fixtures	Eastbrook will repair as needed	1 year
	HEATING/COOLING	Condensation lines clog	Eastbrook will repair as needed	1 year
		Ductwork separates	Eastbrook will repair as needed	1 year
		Noisy ductwork	When metal is heated it expands and when it cools it contracts. The resulting "ticking" noise or occasional popping is to be expected	Not covered
		Leak in refrigerant lines	Eastbrook will repair as needed	1 year
		Not heating (cooling) properly	Eastbrook will take corrective action, if ASHRAE Standards are not met	1 year
		Settling of exterior HVAC unit	Eastbrook will correct settling of 2" or more on a one-time basis	1 year
	PLUMBING	Cracks or chips in plumbing fixtures	Eastbrook is not responsible unless condition is noted on the Orientation form	Not covered
		Defective plumbing, fixtures, fittings or appliances	Eastbrook will repair or replace as needed	1 year
		Pipes freeze or burst	Eastbrook will repair the leak and perform corollary work if leak is not caused by home owner lack of maintenance or lack of heat	1 year
		Water supply system fails	Eastbrook will repair the supply if defective	1 year
		Noisy water pipes	Eastbrook cannot remove all noise due to the flow of water	Not covered
		Leaking pipes	Eastbrook will repair all leaks	1 year

		Plugged sewers	Eastbrook will repair sewage lines due to construction material or faulty work	1 year
GRADING	SETTLING	Minor settling is to be expected. Settling in excess of 4" (not erosion)	Eastbrook will fill and seed area as needed. Removal and or replacement of bark or landscaping by owner	1 year
<b>CATEGORY</b>	<b>ITEM</b>	<b>OBSERVATION</b>	<b>ACTION RQUIRED</b>	<b>COVERAGE</b>
	DRAINAGE	Yard does not drain properly. Water standing for more than 48 hours	Eastbrook will only repair if landscaping was installed by Eastbrook	1 year
	EROSION	Soil erosion occurs	Eastbrook will only repair if noted at the Celebration or if landscaping was installed by Eastbrook. Minor erosion and seeding is the responsibility of the homeowner.	1 year
ROOFING	ICE	Ice forming on roof	Excessive ice may be an indication of an insulation issue. Removal of ice should not be done by Eastbrook or the Homeowner	1 year
	LEAKS	Roof or flashing leaks	Eastbrook will repair the roof or flashing leak unless it is due to excessive winds greater than 52 mph	1 year
	SHINGLE BLOW OFF	Individual shingles tear or blow off the roof	Eastbrook will repair the shingles leak unless it is due to excessive winds greater than 52 mph	1 year
PAINTING	EXTERIOR PAINT	Painting paint peels or cracks	Eastbrook will repaint areas that are not performing. Fading or stains from dirt, rain or other products is not covered	1 year
		Fiberglass door finish peels or cracks	Eastbrook will refinish the door	1 year
	INTERIOR PAINT	Painting due to normal drywall repair for nail pops or cracks	Eastbrook provides the paint in the Homeowner Kit, but does not do the painting for normal drywall repairs	Not covered
		Painting due to other repairs	Eastbrook will paint only the areas affected by other repairs in your home	1 year
LANDSCAPING	NURSERY TREE	Eastbrook installed nursery tree dies	If the tree does not have summer growth on one half of the crown (deciduous), Eastbrook will treat or replace the tree. Excessive over or under watering will void the warranty	1 year

	NURSERY BUSH	Eastbrook installed nursery bush dies	If the bush does not have summer growth on one half of the bush, Eastbrook will replace the bush. Excessive over or under watering will void the warranty	1 year
	FLOWERS	Perennials or Annuals die	Perennials and annuals are not covered by warranty	Not covered

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## Glossary

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

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

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

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

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

**Arc Fault** – Arc fault circuit protection is currently required in all bedrooms disconnecting power when an arc (spark) occurs.

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

**Back Flow Preventer** - See Vacuum Breaker.

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

**Base/Baseboard** - The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**Berm** - A small ridge of soil that directs the flow of rain and irrigation water toward drains/sewers.

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

**Commencement Date** - The date the original purchaser moves into the home or the date the purchase is closed, whichever date is earlier.

**Construction Manager** - The person who oversees the construction of homes is called the Construction Manager. The Construction Manager is responsible for making sure that the subcontractors perform their work on time and to the standards established by the builder.

**CC&Rs** - The covenants, conditions and restrictions that govern your community.

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

**Check Valve** - See Vacuum Breaker.

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

**Circuit Breakers** - Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever OFF and then to the ON position once the source of overload has been corrected. Refer to the Electrical Systems section of this Manual for more information.

**Collar Beam** - A horizontal brace in the roof system that braces opposing rafters.

**Common Areas** - Many neighborhoods have areas that are common property and owned by a homeowners' association. These areas may include streets, parking areas, walkways, slopes and recreational areas. They are maintained and their use is governed by the homeowners' association.

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

**Condenser** - The unit of an air conditioning system that is located outside the home.

**Consequential Damages** - Unavoidable damage to home owner's personal property caused by covered Eastbrook repairs.

**Corner Bead** - An angled, metal edging used to protect and form an edge where drywall panels meet at outside edges such as on a corner.

**Cultured Marble** - This is a man-made product that has much of the durability and beauty of natural cultured marble.

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

**Dehumidifier** - An electrical appliance that removes humidity from the air particularly useful in basement areas during storage.

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

**Dethatching** - The loosening and/or removal of matted grass and leaves from existing lawns that allows the grass to breathe and promotes healthy growth.

**Drywall** - The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheet rock. The material is functional and can be textured and painted to complement the style of any home.

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

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

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

**Face Nailing** - Nailing through a finished and exposed surface so that the top of the nail is visible.

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

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

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

**Flashing** - Flat sheet metal inserted under roof shingles at overhangs and vent pipes and above window and door frames to keep rain water from penetrating the house structure.

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

**Fluorescent** - The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home may use fluorescent bulbs.

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

**GFCI** - Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFIs are usually located in kitchens or bathrooms. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFCI will break the electrical circuit immediately and prevent a serious electrical shock.

**Graphite** - A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is not recommended for use on vinyl windows and doors.

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

**Hardware** - The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

**Header** - The header is a relatively heavy structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

**Home Owner Maintenance** - As a new home owner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the Home Owner's Maintenance Requirements section of this Manual. This continuing maintenance is the responsibility of the home owner.

**Homeowners' Association** - In this area many neighborhoods are governed by a small group of home owners who represent the interests of all nearby home owners. The association is usually formed by the builder and is turned over to the home owners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

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

**Hose Bibb** - A water faucet that is outside the home and is intended for use with a garden hose.

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

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

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

**Lockset** - A door lock or combination of lock and deadbolt.

**Manufacturer's Warranty** - The appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturer. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

**Masonry** - The stucco, stonework, fireplace, chimney and brickwork in a home.

**Mastic** - A water-resistant construction adhesive used predominantly for installation of ceramic and resilient tiles.

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

**Nail Pops** - The natural expansion and contraction of wood can cause the nails or screws that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touch-up paint can be applied.

**New Home Orientation Form** - Used to record the condition of your home at the time of your Celebration. For more information, refer to the Customer Service section of this Manual.

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

**Parging** - A water-resistant exterior coating used to protect block foundations from water penetration.

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

**Ponding (bird bathing)** - The collection of water on driveways, walkways or lawns. Ponding for excessive periods of time is indicative of grading problems.

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

**Resilient Flooring** - Vinyl flooring used in areas such as kitchens, halls, bathrooms and playrooms.

**Retaining Wall** - Large timbers, usually assembled into a wall, often back filled with soil.

**Return Air Vent** - Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**Ridge Vent** – Duct work or chase is used to return air from rooms back to the furnace.

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

**Scuttle Hole** - The opening in the ceiling that gives access to the attic space.

**Settling** - In the first months and for years after a new home is built some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

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

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

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

**Solid Surface Countertops** - This man-made product can be used for counter tops in kitchens and bathrooms. It provides beauty, durability and a working surface.

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

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

**Sparker Unit** - Eliminates pilot light in gas stoves and furnaces.

**Strike Plate** - The metal plate that keeps a door lock latch firmly in place.

**Stucco** - The mortar-like material that covers the exterior is called stucco. It provides excellent durability, insulation and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls. Turn sprinklers away from stucco to prevent stains.

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

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

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

**Surface Capping** - The addition of another layer of similar material over the top of the existing materials. Usually 1/4 inch in depth or greater.

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

**Tack Strips** - The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

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

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

**Vacuum Breaker** - Also called a backflow preventer. This device is placed on exterior faucets to prevent the flow of water back into the water supply system.

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

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

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

**Washers** - A round, rigid rubber or plastic sealing device in water faucet valves.

**Washouts** - An area where water has produced soil erosion.

**Weatherstripping** - An insulating strip of material placed around doors and windows to reduce water entry into the home. Also reduces air infiltration into the home and prevents the loss of heated or cooled air from the home.

**Weep Holes** - Small holes in door and window frames and decorator walls that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

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