



# Homeowner Maintenance Manual

**VENU**  
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In the event of a conflict between the guidelines in this manual and those provided by the manufacturer of any component in your home, the manufacturer's guidelines prevail.



## Overview

Welcome to your new home!

Dear Homeowner:

We want to welcome you to your new home by Venu and Avenue Communities, LLC. Buying a home is a major decision and we know that you've had a number of alternatives in choosing a home. At Avenue Communities, LLC, we take pride in our homes and will continue to make every effort to demonstrate that you have made a good decision. We are pleased that you have chosen us, and wish you many years of enjoyment and satisfaction.

We want you to know that we stand for quality and providing you with excellent customer service. We provide you with this Homeowner's Manual to assist in maintaining and caring for your home. Also, it provides you with a road map for requesting service.

We hope that you find this Homeowner's Manual a useful tool and resource for you to become acquainted with your home, to understand its maintenance requirements, and to help us establish a positive, ongoing customer service relationship.

Very truly yours,

Avenue Communities, LLC

## Purpose of this Maintenance Guide

This maintenance guide will aid you in caring for your new home. It is a definition and schedule of the primary maintenance tasks and preventive maintenance procedures required to keep your property in optimum condition.

As a member of the Venu Homeowner's Association, it is your duty to maintain, repair and replace, at your own expense, all portions of your unit to retain a good, clean and sanitary condition.

Cost effective maintenance includes attending to immediate maintenance needs and to the implementation of a comprehensive **preventive** maintenance program. Preventive maintenance is important in extending the life and maintaining the aesthetic appearance of the physical components of your home and property. This is essential in maintaining property value.

*You must maintain your home in order to retain your full rights to require your builder to remedy a construction defect.*

## Limitations

The intent of this guide is to identify the major physical components included in your property, and to describe the ordinary maintenance required for these components.

However, since it is not possible to foresee every potential maintenance need that might arise, this manual is not all encompassing and should not be considered as the sole source of information about maintenance requirements for your home. However, used in conjunction with all other industry information and expert advice available, it will provide a good basis for strategic planning.

## Considerations

This guide was written with consideration for normal usage in average environmental and weather conditions. However, preventive maintenance is never fully predictable. It is subject to all types of unusual weather conditions, normal and abusive use, vandalism, and the unexpected.

**Therefore, the schedule requirements within this document sets forth general requirements and will need to be adjusted to compensate for either adverse or exceptional conditions.**

Over time, the maintenance requirements of your home will undoubtedly change. Physical components may change as replacements are made. Accordingly, revisions will need to be made to this maintenance guide to keep it current and, as such, a viable reference for your home maintenance requirements.

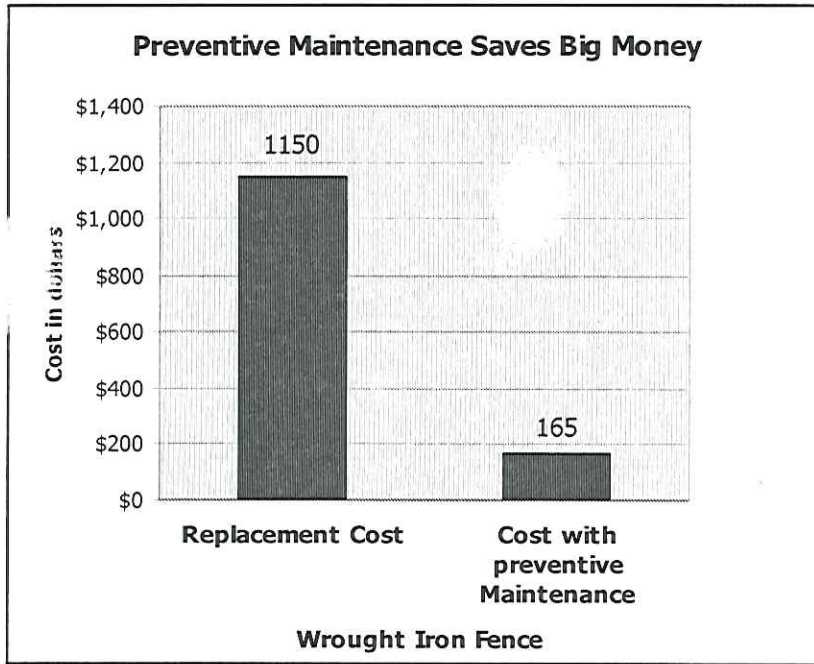
The maintenance considerations, required inspection program and maintenance specifications included in this manual are meant to be requirements. These requirements will assist you in monitoring the growth, health and changing requirements of your property and allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist at your property.

As a homeowner, you are responsible for components within the perimeter of your unit. These boundaries are the interior unfinished surfaces of the perimeter walls, floor, ceiling, doors and windows of each unit. This includes all doors and windows within a perimeter wall of the unit and the openings and outlets of all utility installations in the unit. (Check section 2.5 of your CC&R's for more information.)

**Due to the many variables involved, these requirements are intended as a starting point for the development of a long-term maintenance program.**

### The Benefits of Implementing this Manual

There are several great reasons to implement this manual. It is an excellent management tool. Preventive maintenance also saves you money and time, and property values tend to be higher with proper maintenance.



By implementing the preventive maintenance procedures in this manual, you will maximize the beauty of your home. This has proven to increase property values. By using these time-tested checks and balances, you will also greatly reduce the inconvenience when an element fails and is no longer aesthetically pleasing.



## Getting Started

### How to Use this Manual

The maintenance program outlined in this manual will only be as effective as its implementation. Without a clearly defined strategy for implementing the maintenance, diligent adherence to that system, and a conscientious follow-up to ensure all maintenance items are completed per schedule, proper maintenance of your home and property will not be achieved.

To ensure effective implementation of this manual you must:

#### **Make maintenance a priority.**

Regularly assess the condition of each component on your property. From the information provided by these reviews, adjustments should be made to maintenance schedules.

#### **Use the home maintenance schedule and seasonal guide.**

The seasonal guide contains key maintenance recommendations for your home. You can refer to this guide to know how often various components in your home need to be maintained.

#### **Revise your Maintenance Manual and Schedules**

Update your maintenance manual and schedule as your home's needs change. One of the benefits of regularly scheduled maintenance inspections is a clearer picture of the maintenance needs over time. As these evolve and become more distinct, update your maintenance manual to incorporate your home's changing maintenance requirements.

#### **Protect your investment!**

Routine preventive maintenance is essential for your legal protection and long lasting enjoyment of your home!

## What Your Manual Contains

*Overview* outlines the purpose and benefits of the manual. It explains how your home will benefit from this manual and its implementation.

*Getting Started* highlights how to use the manual, icon conventions, and critical areas that need special attention.

*Warranty* highlights the items covered by your builder during the first year of your home ownership.

*Interior* describes the maintenance necessary inside your home and gives specific requirements and time frames.

*Exterior* describes the maintenance necessary on the exterior of your home and gives specific requirements and time frames.

*Seasonal Guide* contains a schedule which enables you to easily review necessary maintenance and inspections.

*Additional Information* contains useful information about your home and community.

The *Glossary* contains definitions of building and maintenance terms you may not be familiar with.

*Manufactured Products* is a place holder for product information and warranties for manufactured products in your home such as appliances and windows.

### Designed With You In Mind

Many homeowners may have little direct property maintenance knowledge. Yet, by taking on the important maintenance responsibilities outlined in this manual, you can ensure that your home is protected and enhanced.

This manual has been assembled specifically with you in mind. It highlights efforts to ensure that you are delighted with your home for years to come.

### Icon Conventions

Icons draw attention to especially important information:



The Note icon indicates important points of interest related to the current subject.



The Caution icon brings to your attention conditions and maintenance steps that, if not properly followed, could damage your home or property.



The Warning icon alerts you to procedures or conditions that could be hazardous to you, your family, or your guests.

### The Few Critical Areas

**Use professionals.**

For maintenance tasks outside your expertise or ability, it is best to hire licensed professionals. Hiring vendors without proper licenses, bonding and insurance is risky.

**Keep water off driveways, sidewalks and away from your home.**

Water intrusion is a common problem due to improper landscape maintenance. Keep soil below the weep screed at the foundation. Caulking around windows is also essential.



## Warranty

### What's Covered

For a period of two years from your close of escrow, you are covered by your builder's express written warranty covering the fit and finish of the following building components, subject to the terms and exclusions of that warranty.

1. Cabinets
2. Mirrors
3. Flooring
4. Interior and exterior walls
5. Countertops
6. Paint finishes and trim
7. Appliances

The warranty means that the builder will repair significant cracks or failure of these items. Scratches caused by the homeowner or others after the move in are the responsibility of the homeowner.

The warranty does not apply if these are damaged by some other portion of the home, for example, a window leaking water.

Nothing in this document is intended to imply that the builder is offering an enhanced protection agreement.

## How to Request Service

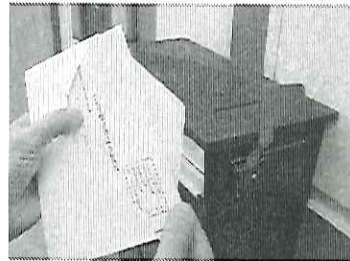
1. Review the Limited Warranty Agreement to determine what it says regarding the item you believe requires service.



2. Complete the Customer Service Request form. Please include your address and work and home phone numbers. Describe in detail the item, including the location of the item (e.g. kitchen or master bathroom).



3. DELIVER, MAIL, or FAX the completed form to:  
Avenue Communities  
Customer Service Dept.  
2777 East Camelback Road,  
Suite 150  
Phoenix, AZ 85016  
**Phone: (602) 333-3682**  
**Fax: (602) 333-3740**



## Limited Warranty Agreement



### LIMITED WARRANTY AGREEMENT

This Limited Warranty is made by Townhome Village at Grayhawk, LLC, an Arizona limited liability company ("Company") whose office is located at 2777 E. Camelback Road, Suite 150, Phoenix, Arizona 85016, and is accepted by \_\_\_\_\_, who executed a Purchase Contract (the "Purchase Contract") with the Company for the purchase of Unit \_\_\_\_\_ of Venu at Grayhawk Condominium located in Scottsdale, Arizona (the "Unit"). The above-named Buyer and subsequent owners of the Unit are collectively referred to herein as "Owner". The Company hereby extends the following two year limited warranty (the "Warranty") to Owner. The commencement date of the Warranty shall begin upon the date title to the Unit is conveyed to Buyer (the "Commencement Date") and extends for a period of two years (the "Termination Date").

1. Coverage on Unit (Excluding Consumer Products): Owner understands that this Project is a preexisting apartment project; that construction is not new; and that the Unit has been previously occupied. Accordingly, Owner is acquiring the Unit in its AS IS condition, with all faults, if any; however, the Company expressly warrants to Owner that it shall arrange to repair or replace all defective materials and correct all defective workmanship, if any, in the Unit (or pay Owner the reasonable cost of such repair or replacement) excluding (a) any Consumer Products as provided in Section 2, and (b) any termite treatments as provided in Section 3, provided Owner notifies the Company in writing of the defect on or before the Termination Date. Notwithstanding anything contained herein to the contrary, any work conducted or performed by Owner on the Unit shall void and terminate any warranty of the Company as to any part of the Unit directly or indirectly affected by such work.

2. Coverage on Consumer Products: For purposes of this Agreement, the term "consumer products" means all tangible personal property such as, but not limited to, air conditioners, furnaces, water heaters, refrigerators, appliances, plumbing fixtures, and any other products which are considered consumer products for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C., Sections 2301-2312) (the "Warranty Act") that are located in or serve the Unit on the Commencement Date (collectively the "Consumer Products"). Pursuant to the Purchase Contract, the Company assigned to Owner all rights under manufacturers' warranties covering Consumer Products effective as of the Commencement Date. Defects in Consumer Products covered by manufacturers' warranties are excluded from coverage under this Warranty. Owner should follow the procedures in the manufacturers' warranties if defects appear in those items.

3. Coverage on Termite Treatments. The Company believes that a licensed pest control company applied a termite treatment to the land under the building in which the Unit is located prior to construction of such building. The Company and Owner understand that current governmental regulations limit the types and concentration of chemicals and the methods of application that can be used in attempting to prevent or eradicate termites and consequently, termites may appear at the Unit or in any other part of Venu at Grayhawk Condominium (the "Condominium"). OWNER AGREES TO LOOK SOLELY TO THE PEST CONTROL COMPANY PROVIDING THE ORIGINAL PRETREATMENT AND ANY PEST CONTROL COMPANY WHO HAS BEEN PROVIDING PERIODIC TREATMENTS FOR COSTS AND EXPENSES ASSOCIATED WITH INVESTIGATING AND REMEDYING ANY TERMITE INFESTATION AND OWNER WAIVES ALL CLAIMS OF LIABILITY AGAINST THE COMPANY FOR LOSSES, COSTS AND EXPENSES IN CONNECTION WITH THE EXISTENCE OF TERMITES IN, UNDER OR IN THE VICINITY OF THE UNIT OR ANY OTHER PORTION OF THE CONDOMINIUM.

4. Company's Obligations: If a defect covered by this Warranty occurs during the term of this Warranty, the Company agrees to repair, replace, or pay Owner the reasonable cost of repairing or replacing the defective item. The choice among repair, replacement, or payment is the Company's, in its

(Buyer's Initials \_\_\_\_\_ / \_\_\_\_\_ Seller's Initials \_\_\_\_\_)



sole discretion. No steps taken by the Company to correct defects or alleged defects shall extend the warranty period beyond the Termination Date. All repairs by the Company shall be at no charge to Owner. Non-emergency repairs shall be performed within a reasonable length of time after Owner gives written notification to the Company pursuant to Section 5 that a defect covered by this Warranty has occurred. When the Company repairs a defect item, the repair will include the correction or replacement of only those surfaces, finishes and coverings that were damaged by the defect that were part of the Unit on the Commencement Date. Surfaces, finishes, and coverings that require removal or replacement in order for the Company to repair or replace a defect will be repaired or replaced. The extent of the repair and replacement of those surfaces, finishes or coverings will be to approximately the same condition they were in prior to the defect, but not necessarily to a like new condition. When repairing surfaces, finishes, and coverings, the Company will attempt to achieve as close a match with the original surrounding areas as is reasonably possible, but an exact match cannot be guaranteed due to such factors as fading, aging and unavailability of the same materials. If Owner expends funds to correct an emergency repair, the Company shall reimburse Owner for such funds provided Owner notifies the Company as soon as is reasonably possible after the emergency repairs are undertaken and provides to the Company an accurate written record of all emergency repair costs. An "emergency" means an event or situation that creates the imminent threat of damage to the Unit, or results in an unsafe living condition due to a defect that Owner becomes aware of at a point in time other than the Company's normal business hours and Owner is unable to obtain the Company's prior written approval to initiate repairs to stabilize the condition or prevent further damage.

5. Owner's Obligation: Owner must provide normal maintenance and proper care of the Unit according to any Owner's Manual provided to Buyer by the Company, this Warranty, the warranties of manufacturers of Consumer Products, and generally accepted maintenance standards. Owner shall not use self-help to correct defects, commence any legal action, or pursue any other remedy for any claim under this Warranty unless and until the Company has first been given written notice and a reasonable opportunity to repair the alleged defect. If Owner incurs any costs and expenses without first giving the Company a reasonable opportunity to perform its obligations under this Warranty, Owner shall not be entitled to recover any such costs and expenses from the Company. Notwithstanding the foregoing, in the event of an emergency repair the Company agrees to accept notification of a defect by phone and respond to correct the emergency situation immediately, with a written notice from Owner to the Company to follow. Written notice of a defect must be received by the Company prior to expiration of the Warranty on that defect and no action at law or in equity may be brought by Owner against the Company for failure to remedy or repair any defect about which the Company has not received timely notice in writing. The Company's obligation to provide work under this Warranty is subject to Owner granting reasonable access to the Unit during its normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. to inspect the defect reported and, if necessary to take corrective action. Owner understands and agrees that warranty service may require multiple service calls in order to complete and effect corrective action. When the Company has completed repairing, replacing or paying for the cost of repairing or replacing a defect, Owner shall sign a full release of all obligations for such defects. The release shall be applicable to the correction of the specific defect corrected, and shall not prevent Owner from notifying the Company should Owner become aware of a subsequent defect.

6. Insurance: If the Company repairs or replaces or pays the cost of repairing or replacing any defect covered by this Warranty for which Owner is covered by insurance or a warranty provided by the Company or another party, upon request of the Company, Owner shall assign the proceeds of such insurance or other warranty to the Company to the extent of the cost to the Company of such repair or replacement. If Owner has received payment under such insurance or warranty, upon receipt of payment

(Buyer's Initials \_\_\_\_\_ / \_\_\_\_\_ Seller's Initials \_\_\_\_\_)





Owner shall deliver such payment or portion thereof to the Company to the extent of the cost to the Company of such repair or replacement.

7. Consequential or Incidental Damages Excluded: Consequential or incidental damages are not covered by this Warranty. TO THE EXTENT PERMITTED BY LAW, THE COMPANY HEREBY DISCLAIMS (AND OWNER HEREBY WAIVES AND RELEASES THE COMPANY FROM ALL LIABILITIES IN CONNECTION WITH) (a) ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, HABITABILITY OR WORKMANSHIP WHICH EXCEED ANY EXPRESS WARRANTY SET FORTH IN THIS AGREEMENT; (b) ALL WARRANTIES, EITHER EXPRESS OR IMPLIED (INCLUDING ALL WARRANTIES IN THE WARRANTY ACT), ON THE CONSUMER PRODUCTS FOR THE UNIT; AND (c) ALL WARRANTIES REGARDING ANY TERMITE TREATMENTS. OWNER UNDERSTANDS AND AGREES THAT THE COMPANY'S LIABILITY, WHETHER IN CONTRACT, TORT, WARRANTY OR OTHERWISE, IS LIMITED TO THE REMEDY OF REPAIR, REPLACEMENT OR PAYMENT AS SET FORTH IN THIS AGREEMENT. UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING ANY CLAIMS FOR PERSONAL INJURY, PROPERTY DAMAGE, OR EMOTIONAL DISTRESS. NO ACTION, REGARDLESS OF FORM, ARISING UNDER THIS WARRANTY MAY BE BROUGHT BY OWNER MORE THAN ONE (1) YEAR AFTER THE CAUSE OF ACTION HAS ACCRUED UNDER THIS WARRANTY.

8. Mold. Currently, there are no federal or state standards for the acceptable levels of mold in a residential structure. The most common method, which is set forth by the American Board of Industrial Hygiene, is to test mold levels by comparing outside levels of mold with inside levels. Generally, mold levels inside the residence should be roughly the same as or lower than levels outside the residence. During the terms of this Warranty, should Owner discover and Company confirm the presence of mold in the Unit, other than normal household mold/mildew that might occur on kitchen or bathroom tile, for example, Company agrees to test and remediate to appropriate levels set forth by the American Board of Industrial Hygiene, at no cost to Owner, provided, however, that Company shall have no liability or responsibility to remediate if the presence of mold arises out of any alterations or other actions of Owner. The methods of testing and remediation, if necessary, will be at Company's sole discretion. Except as specifically set forth in this paragraph, Company shall not be responsible for any damages, liabilities, claims or losses incurred by Owner arising out of or relating to mold, including, but not limited to property damage, personal injury, loss of income, emotional distress, loss of use or loss of value.

9. Other Exclusions: The following additional items are excluded from this Warranty:

(a) Any defect of design, work, or materials supplied, performed or caused by, installed at or under the direction of any person other than the Company, its employees, agents or trade contractors, or conditions caused by the Owner, or its representatives, after Owner took possession of the Unit.

(b) Any defect or damage caused or worsened by (i) negligence, improper maintenance, lack of maintenance, improper operation, or alteration of the Unit by anyone other than the Company, its employees, agents or trade contractors, or (ii) willful or malicious acts by any party other than the Company, its employees, agents or trade contractors, or (iii) failure to comply with the requirements of this Warranty, the requirements of warranties of manufacturers of Consumer Products in the Unit, or the termite warranty.

(c) Normal wear and tear or deterioration, shrinkage, swelling, expansion or settlement of the Unit or the building in which the Unit is located.

(Buyer's Initials \_\_\_\_\_ / \_\_\_\_\_ Seller's Initials \_\_\_\_\_)



(d) Loss or damage caused by acts of God, natural disasters or other causes beyond the control of the Company including but not limited to, fire, explosion, smoke, riot and civil commotion, water escape, changes that are not reasonably foreseeable in the level of any underground water table, glass breakage, windstorm, hail, lighting, falling trees, aircraft, vehicles, flood, earthquakes, mine subsidence or sinkholes.

(e) Any defect or damage caused by changes in the grading or drainage patterns or by excessive watering of the ground adjacent to the building in which the Unit is located by any party other than the Company, its employees, agents or trade contractors.

(f) Damage resulting from the weight and/or performance of any type of waterbed or other furnishings which exceeds the load-bearing design of the Unit.

(g) Failure of Owner to take timely action to minimize loss or damage or failure of Owner to give the Company timely notice of the defect.

(h) Damage caused by insects, animals, or vermin.

(i) Insubstantial defects or insubstantial variances from plans and specifications.

(j) Any non-conformity with local building codes, regulations, or requirements that has not resulted in property damage.

(k) Environmental conditions such as overhead, underground or above-ground power lines or facilities, radon or other naturally occurring hazardous environmental conditions, or any costs arising from, or any defect resulting from, the actual, alleged or threatened discharge, dispersal, release or escape of any pollutants or environmental conditions with the Unit or adjacent properties.

(l) Any damage to personal property that does not result from a defect covered under this Agreement.

10. Dispute Resolution: The parties desire to resolve any disputes arising out of this Agreement as quickly, inexpensively and efficiently as possible, and desire to avoid the expense and delay of court proceedings. Consequently, the Company and Owner each hereby agree to the provisions set forth in Paragraph 7(d) of the Purchase Contract.

11. Exclusive Warranty: The Company and Owner agree that this Warranty is in lieu of all warranties of habitability or workmanlike construction or any other warranties, express or implied, to which Owner might be entitled. No employee, trade contractor, or agent of the Company has the authority to change the terms of this Warranty.

12. Warranty Account: From the proceeds of the sale of each unit in the Condominium, Company shall deposit the sum of \$1,000.00 in an interest bearing account established at a banking institution in the state of Arizona whose deposits are insured by the Federal Deposit Insurance Corporation (the "Warranty Account"). The obligations of Company under this Warranty shall be limited to the amount in the Warranty Account. Company shall have the right to use the Warranty Account for the repair or replacement of any defects covered by this Warranty and for all attorney's fees, costs, expert witness fees, court costs and expenses that may be incurred by Company in connection with any claim that may be asserted by Owner, the

(Buyer's Initials \_\_\_\_\_ / \_\_\_\_\_ Seller's Initials \_\_\_\_\_)



owner of any other unit in the Condominium or the Venu at Grayhawk Condominium Association with respect to any defect in workmanship or materials in the Condominium whether or not such claim would be covered by this Warranty. Once all amounts in the Warranty Account have been expended by Company, Company shall have no further obligation or liability under this Warranty. The Warranty Account shall be the sole property of the Company, and Owner shall have no right or interest in the Warranty Account. At any time after the expiration of this Warranty, Company may close the Warranty Account and retain all funds remaining in the Warranty Account.

13. Successors and Assigns: During the term of the Warranty, the Buyer, and its successors and assigns, agree to provide this Warranty to any subsequent purchaser of the Unit as a part of the contract of sale. The Company's duties under this Warranty to the new owner will not exceed the limit of liability then remaining, if any. Upon recording a deed transferring the Unit to such subsequent owner, the Warranty shall automatically pass and be assigned to the new fee title owner of the Unit. By acceptance of a deed for the Unit, the subsequent owner(s) agree to be bound by the terms and conditions of this Warranty.

14. Miscellaneous: All time periods set forth in terms of "days" refer to calendar days, unless otherwise specified as business days. Whenever notice must be given, documents delivered or an act done under this Agreement on a day that is not a business day, the notice may be given, document delivered or act done on the next following business day. This Warranty (i) shall not be binding upon the Company until executed by Owner; (ii) shall be governed and enforced under the laws of the State of Arizona; (iii) shall not be recorded (nor any notice or memorandum thereof) in any public records without the prior written consent of the Company, which consent may be withheld in its sole and absolute discretion. The titles of paragraphs and subparagraphs contained in this Warranty are inserted for convenience of reference only, and they are neither a part of this Warranty nor should be used in the construction or interpretation thereof.

Dated this \_\_\_ day of \_\_\_\_\_, 200\_\_.

"COMPANY"  
TOWNHOME VILLAGE AT GRAYHAWK,  
LLC, an Arizona limited liability company.

"OWNER"  
\_\_\_\_\_  
\_\_\_\_\_

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Its: \_\_\_\_\_

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Its: \_\_\_\_\_

(Buyer's Initials \_\_\_\_\_ / \_\_\_\_\_ Seller's Initials \_\_\_\_\_)



**CC&R's - Duties of Unit Owners**

Following are excerpts from section 5.2 of your CC&R's regarding maintenance responsibilities.

Each Owner shall maintain, repair and replace, at his own expense, all portions of his Unit in a good, clean and sanitary condition. In addition, each Owner shall be responsible for the maintenance, repair and replacement of the Limited Common Elements allocated to his Unit pursuant to Subsections 2.8.1 (a) and (b), the door of the Garage allocated to his Unit as a Limited Common Element (except for the exterior paint) and the automatic garage door opener for such Garage. Each Owner shall be responsible for maintaining the interior of the Balcony or Patio allocated to the Unit as a Limited Common Element in a good, clean and sanitary condition. Any Owner, Lessee or Occupant that leaves their Unit unoccupied for more than seven (7) consecutive days shall turn off the water to all toilets and the clothes washer in the Unit. Each Unit Owner shall obtain from the Board of Directors the Maintenance Program applicable to the Units and utilize the Maintenance Program for the maintenance, operation, upkeep, repair, inspection and replacement of the Unit and all Limited Common Elements that the Owner is obligated to maintain, repair, and replace pursuant to this Section. Each Unit Owner (other than the Declarant) shall maintain detailed and complete records of all maintenance, repairs and replacements to the Owner's Unit or the Limited Common Elements made by the Unit Owner. On or before January 31 of each year, each Unit Owner (other than the Declarant) shall submit to the Association and the Declarant a maintenance report detailing all maintenance, repairs and replacement



## Interior Home Maintenance

Familiarity with the basic rules of good home management and maintenance can lead to a long and happy association with your new home. Minutes spent on minor care, repairs, and adjustments can eliminate many future problems.

For easy reference, we have assembled helpful tips and information on those items you need to know to keep your new home functioning smoothly.



The manufactured products are those items built entirely off-site. These include your appliances. The maintenance requirements for these are found in the manufacturer's manuals that came with your new home. You should always check the manufacturer's manual and where there is a conflict with this manual, follow the manufacturer's manuals.

## Electrical and Heating Systems

### Air Conditioning/Heating

The following requirements are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning systems.

It is a good idea to run your system at least once during the off season since it is not good for the system to be out of operation for long periods of time.



Window coverings are an important part of your home's heating and cooling system. For example, on hot days drapes, blinds or shutters should be closed to block higher temperatures. On sunny cold days, opening window coverings may aid in heating your home.



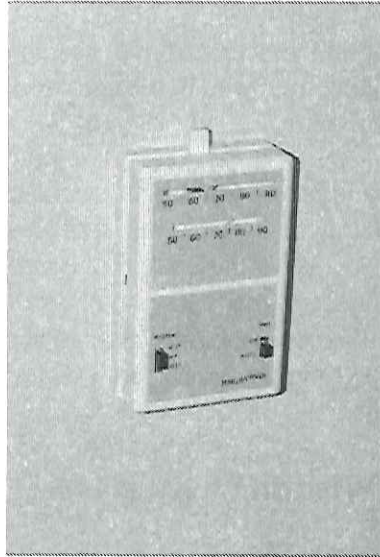
Forced-air units often smoke when first put into service. This is due to dust and paint particles and is normal.



If you smell gas, call your gas company immediately.

### Thermostat

Set your thermostat to a setting comfortable for you and your family. To maximize energy efficiency, leave your thermostat at a constant setting to avoid energy-wasting fluctuations.



Maintain an even temperature, especially in the first year, to minimize the expansion and contraction of materials in your home. Minor cracking is inevitable but should be minimal if you maintain a temperature between 68° and 74° F.

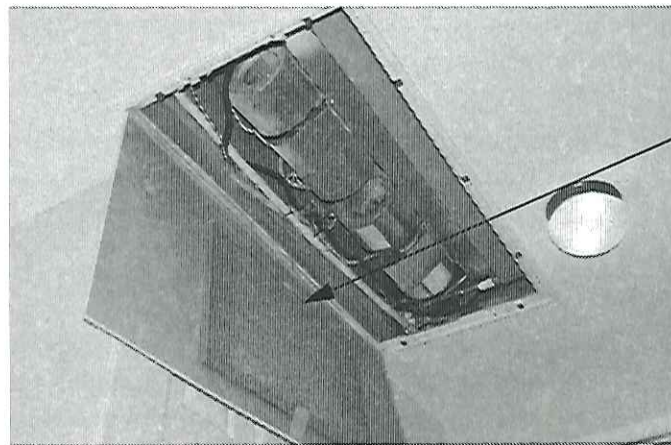
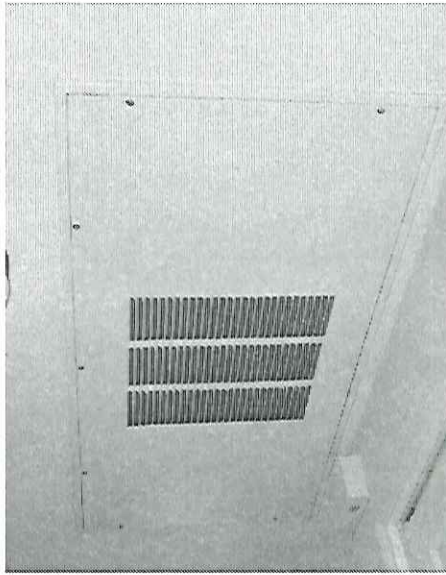


Overheating, especially in the first year, can cause excessive shrinkage in framing lumber and can materially damage your home.

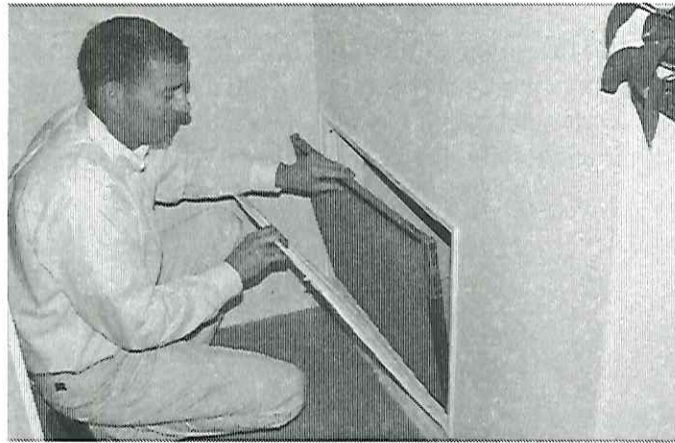
Under some high humidity conditions, cooling coils may ice up, stopping the circulation of air through the system. Turn off the system until the ice melts, then the air conditioning should function normally when turned back on.

**Air Filters**

Learn the location of the air filter in your heating and cooling system. At Venu, the air filters may be located in the wall or ceiling. Although it takes less than a minute to change the filter, this is one of the most commonly overlooked details. Clean filters provide even flow of clean air within your home and reduce system operating costs.



Ceiling Units



Wall Unit

**Required Maintenance**

Maintenance	Frequency
Change/clean the air filter.	According to manufacturer's directions (typically, monthly during high-use seasons)
Reusable filters can be cleaned with a vacuum and washed with detergent and water; allow filter to air dry before replacing it.	According to manufacturer's directions (typically, monthly during high-use seasons)



Be sure to purchase the correct filter for your furnace. Some filters are so tightly meshed that they actually starve the system of air.

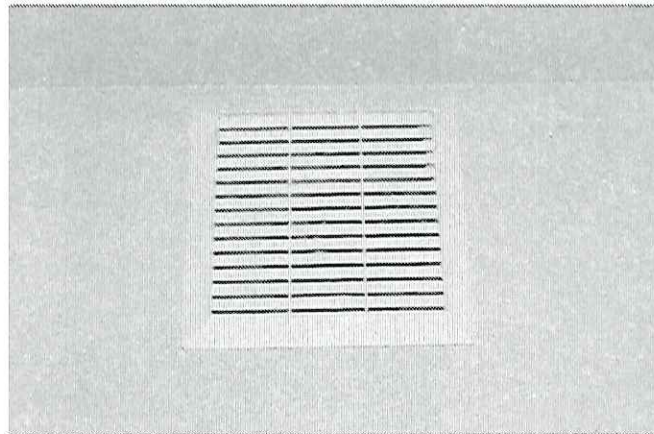
**Effects of Deferred Maintenance**

Clogged filters can slow air flow, preventing the furnace from heating properly and resulting in higher fuel bills. Dirty filters can also cause streaking of the walls.



**Registers (Air Vents)**

Registers (or air vents) distribute conditioned air throughout your home according to your desire. Room air returns to the heater and A/C through the return vents.



Conserve energy and reduce energy costs by closing off registers to seldom used rooms.

**Required Maintenance**

Maintenance	Frequency
Keep vents and registers free of dust and debris.	Monthly
Adjust registers to provide the desired temperature for each room.	As needed
For efficient airflow, keep furniture, drapes and other objects away from registers.	At all times

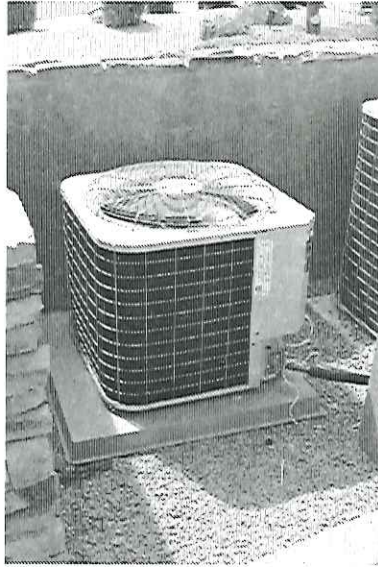
**Effects of Deferred Maintenance**

Failure to keep vents clear and properly adjusted may result in increased utility bills and decreased comfort for you and your family.



**HVAC System**

Your heating, ventilation and air conditioning (HVAC) system should be checked periodically and cleaned by a professional service.



**Required Maintenance**

Maintenance	Frequency
Contact a professional service company to service your system.	According to manufacturer's recommendations
Your local utility company may inspect your system and light your pilot light for free. Contact your utility company.	Seasonally



Have a trial run of your heating and A/C system well before season when you will use it most.

**Effects of Deferred Maintenance**

Failure to properly maintain your HVAC system may result in malfunction or premature failure.

**Air Conditioning Condensate Drain Line**

The air conditioning condensate line drains condensed water away from the A/C system. It must be checked periodically for clear flow to keep your system operating at maximum efficiency.

**Required Maintenance**

<b>Maintenance</b>	<b>Frequency</b>
Inspect the condensate drain line to ensure that water is flowing freely.	Annually, before the summer season.
Keep landscaping trimmed well away from the outside unit and condensate lines.	At all times

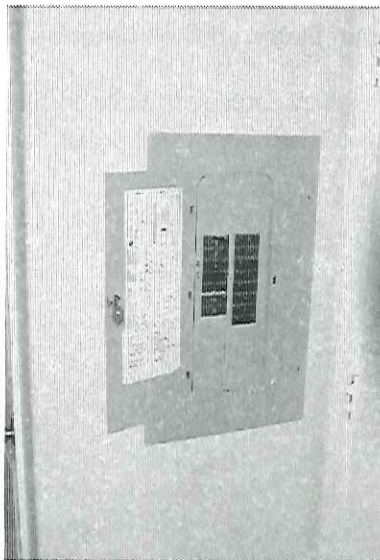
**Effects of Deferred Maintenance**

Serious water damage to your home and its contents could occur as a direct result of an obstruction to this line.

## Electrical System Safety Devices

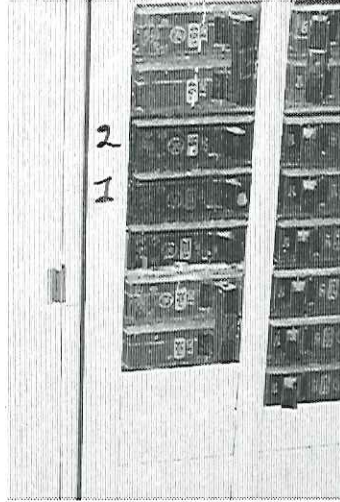
Your home has a master control panel to protect the wiring and electrical equipment in your home. The control panel includes a main shutoff that controls all incoming electrical power; it also contains circuit breakers that control separate circuits. The circuit breakers interrupt the flow of electricity in overload conditions and protect the wiring. The master control panel will be pointed out during the New Home Orientation.

Your circuit breaker box is marked to show which appliances, outlets, or other services are connected to each breaker. If electricity fails in any part of your home, always check the circuit breakers in the master control panel as described in the following section.



## Circuit Breakers

Circuit breakers trip if there is an excessive load on a given circuit. This is a safety feature of your new home. Electrical failures are usually caused by overloading a circuit when using too many appliances at one time, a defective cord, or starting a large electric motor.



Never let anyone other than a licensed electrician repair or alter the wiring or electrical system in your home. Some changes may require a permit.

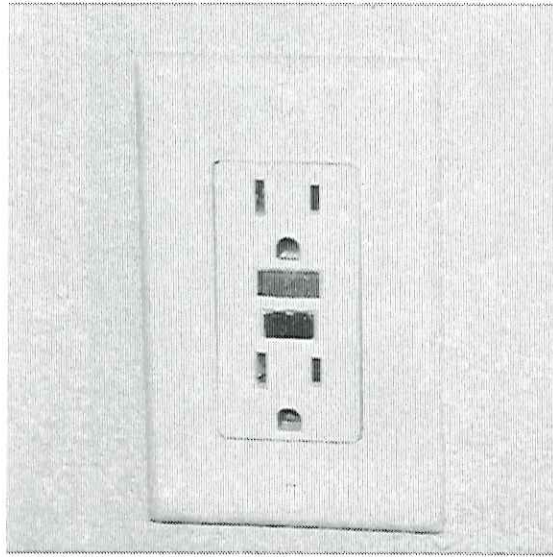
### Troubleshooting Tips

If you lose power in one home area, follow these steps:

- Before you restore the current, attempt to locate the cause of the failure. If you cannot locate the cause of the failure you should call a state licensed electrician or your home builder.
- To reset the circuit breakers, the breaker must first be flipped to the OFF position and then to the ON position.

**Ground Fault Circuit Interrupter (GFCI)**

GFCI's are special circuit breakers installed in the bathrooms, kitchen, garage and exterior. They are a safety feature that protects against extreme shock in case of ground fault conditions or electrical overload. If the power fails in the bathroom or kitchen areas only, it will usually be the GFCI that has tripped.



Do not use GFCI receptacles for major appliances (refrigerators, air conditioner) and some power tools. These appliances create electrical surges that will trip the GFCI and break the circuits.

**Required Maintenance**

Maintenance	Frequency
Depress the Test Button (black) briefly until the Reset Button (red) “pops” (breaks the circuit). If the Reset Button does not respond to the testing, depress the Reset Button and start the test over. If the GFCI is working properly, the Reset Button should “pop” each time the Test Button is depressed. After the testing procedure has been completed, be sure to depress the Reset Button and leave it in this position.	Monthly
If the GFCI is tripped, push the reset button on the GFCI outlet to restore power.	As needed

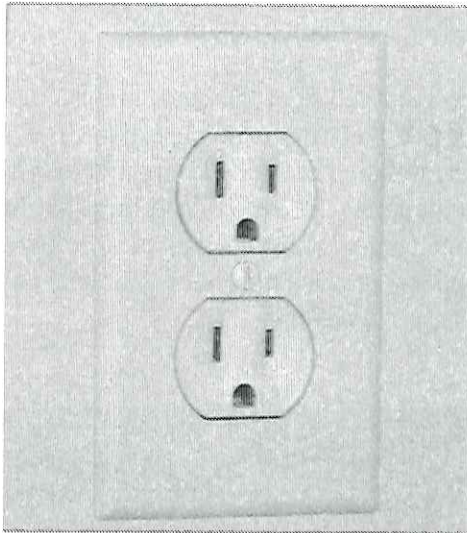
**Effects of Deferred Maintenance**

A faulty GFCI can result in serious harm to you or your family.



### Outlets and Switches

Electrical outlets and switches are located in each room of your home for your convenience.



Do not exceed the capacity of the outlets by plugging in adaptors that add more than two receptacles per outlet. Overloading the circuit, including the use of multiple extension cords, can cause a fire.



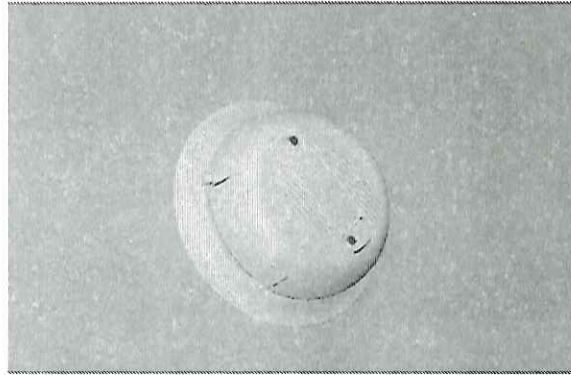
Children must be taught that it is dangerous to touch or play with electrical outlet and wiring. As a further precaution for small children, we suggest you cover electrical outlets with inexpensive childproof devices, which are available in local hardware and other electrical supply stores.

## Home Systems and Connectivity

### Smoke Detectors

Your smoke detector is designed to alert you to the possible presence of fire in your home.

The average life of the lamp in the smoke detector is six years. An automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement. Lamps and batteries are available at local hardware stores and home centers. Dust can trigger a smoke alarm. If this happens, remove the cover and fan away the dust, then replace the cover.



Smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved.

### Required Maintenance

Maintenance	Frequency
Test your smoke alarm by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.	Every six months. An easy way to remember: Test your smoke detector every time you change to or from daylight savings time.
An automatic pulsing alarm is a “trouble call” signaling a lamp or battery needs to be replaced.	As needed

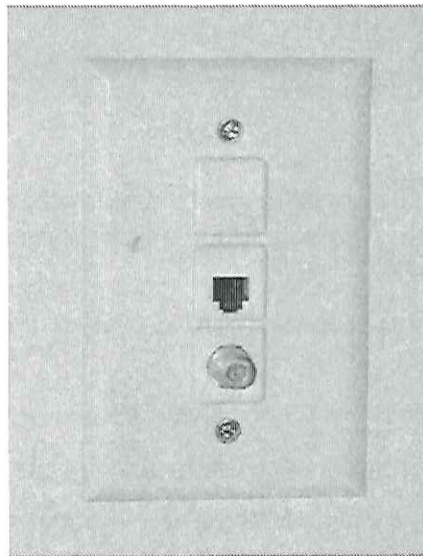
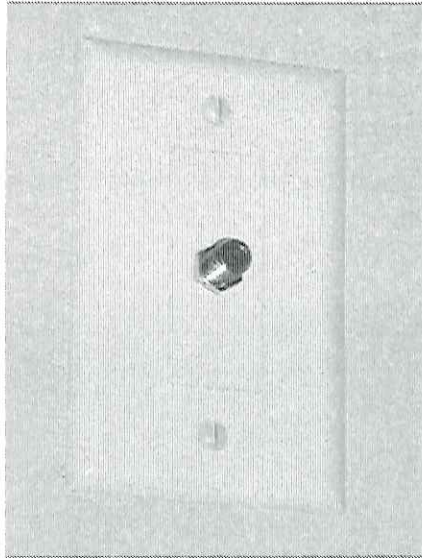
### Effects of Deferred Maintenance



Deferred maintenance to your smoke detector could lead to serious damage to your home and injury or death to you and your family.

**Phone, TV and Computer Jacks**

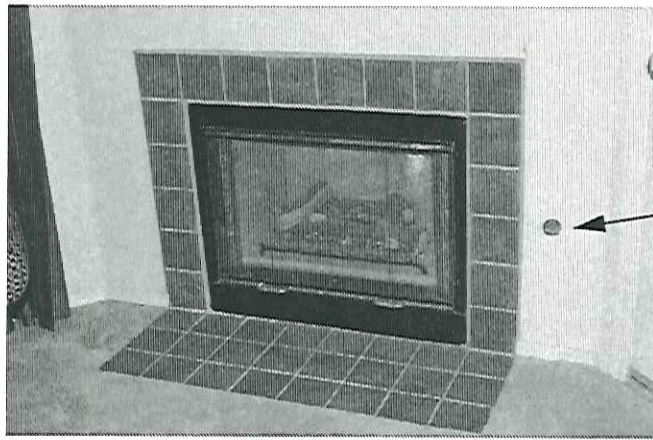
Your home is fitted with conveniently located jacks.



## Fireplace

Fireplaces are an excellent way to create a warm, cozy atmosphere. When used improperly, however, they can waste a great deal of heat (and dollars). Therefore, when using your fireplace, consider the following facts and suggestions:

- Before using the gas fireplace, be sure the damper is open.



Gas Key

- You may need to open a window or fresh air vent to create a draft, enabling the fireplace to draw air properly.
- Always keep the fireplace screen or glass doors closed.
- Do not burn wood in your fireplace.
- Never build a fire on the floor of the firebox.



Excessively large fires are very dangerous and should not be made since they may flash and cause damage to persons or property.



**Required Maintenance**

<b>Maintenance</b>	<b>Frequency</b>
Carefully clean the firebox interior by brushing or vacuuming. Make sure to turn off the gas and any electrical power before servicing. Do not perform task when fireplace is hot.	As needed
Check the flame patterns of the burner to ensure the flames are steady, not lifting or floating.	Periodically
Do not clean the glass door with abrasive materials or when it is hot.	At all times
Check the vent system, top and bottom of the firebox, for any signs of blockage or obstruction.	At all times
Have the fireplace inspected by a qualified service person before use.	Annually

**Effects of Deferred Maintenance**

Deferred maintenance to your fireplace could result in fire damage to your home or surrounding homes.

## Appliances

Before operating any of the appliances in your new home, be sure to read the Owner's Manual from the manufacturer for proper operating instructions and maintenance tips.



**The manufactured products are those items built entirely off-site. These include your appliances. The maintenance requirements for these are found in the manuals that came with your new home. Some typical maintenance is included in this section. However you should always check the manufacturer's manual and where there is a conflict, follow the manufacturer's requirements.**

### Automatic Dishwasher

Refer to your Owner's Manual from the manufacturer for proper placement of your dishes and recommended water temperature for optimum cleaning. Use only detergents made specifically for use in automatic dishwashers. Never use any soap product or foaming detergents for commercial dishwashers as they may damage your machine. Water conditions vary widely from area to area, so you may have to experiment with different detergents until you find the one that works best for you. Use one brand for at least a week to allow it to "condition" your dishes.



Your dishwasher and garbage disposal use the same drain. Therefore, it is important that the garbage disposal be empty before the dishwasher is operated. Otherwise you risk overflowing the kitchen sink.

### Cook Top and Microwave

Refer to your Manufacturer's Owner Manual for proper operation and maintenance.

### Range and Oven

If your oven is self-cleaning or continuous-cleaning, please follow the manufacturers instructions for cleaning.



When using the self-cleaning feature on the oven, please remember that chrome discolors in this cycle. For this reason, you should remove the broiler pan and chrome racks from the oven during cleaning.

**Exhaust Fans**

The efficiency, safety, and performance of your exhaust fan depend on regular cleaning of the filters.

**Required Maintenance**

Maintenance	Frequency
Clean or replace the fan filter regularly to maintain maximum pulling power.	Quarterly



Always start your fan on “high” and then turn to the desired speed. This puts less stress on the motor and lengthens its life.



Be sure to turn the fan off before cleaning.

**Effects of Deferred Maintenance**

Deferred maintenance will decrease the efficiency and life of your vent fan motor.

**Fan Blades and Motor**

While cleaning, be careful not to bend the blades.

**Required Maintenance**

Maintenance	Frequency
To clean, unplug first then wipe with a damp cloth. Do not put the fan or motor in water.	As needed

**Effects of Deferred Maintenance**

Dirty fan blades detract from the appearance of the component.

**Range Hood**

Cleaning the underside of your range hood is very important since deposits here will form a hard residue that is difficult to remove if not cleaned regularly.

**Required Maintenance**

Maintenance	Frequency
Clean both the top and underside of the hood with a damp, sudsy cloth.	Monthly

**Effects of Deferred Maintenance**

Failure to clean the underside of your range hood will lead to a buildup of residue that becomes increasingly difficult to remove.

**Garbage Disposal**

Garbage disposals are permanently lubricated and self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through.



Do not use hot water to flush waste, especially grease, down the garbage disposal. Hot water melts the grease which later cools and solidifies, coating your drain pipe with grease.



- Check for leaks
- Check for external dampness
- Hand tighten only



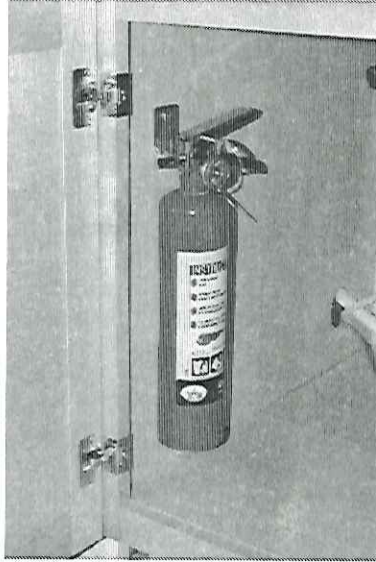
**Required Maintenance**

If your disposal stops while you are using it, follow these steps:

- Turn the disposal off and unplug the unit under the sink.
- Remove all waste from the disposal.
- Wait one minute before pushing the red reset button located on or near the bottom of the disposal. Refer to the manufacturer's manual for location of reset button.
- Check the circuit breaker and reset, if necessary.
- Plug in power and turn disposal switch to ON. If you hear a humming noise but the blades are not turning, turn off the switch and unplug the unit.
- Plug the disposal into the receptacle marked for the disposal. Turn on the disposal switch. If the disposal fails to operate, call a qualified plumber for service. A jammed disposal is not covered under your warranty.

**Fire Extinguisher**

A fire extinguisher is located under the kitchen sink for the safety of residents in the event of a fire.



**Required Maintenance**

<b>Maintenance</b>	<b>Frequency</b>
Survey extinguisher cabinets for vandalism or theft. Replace as needed.	Monthly
Re-certify all extinguishers.	Annually

**Effects of Deferred Maintenance**

Failure to provide required maintenance could lead to loss of life, property and be a significant Association liability.

## Surfaces and Cabinets

### Cabinets

The stained and natural finish wood cabinets in your home share the same workmanship as your furniture. Use appropriate furniture care products on your cabinets. Water left standing will damage the finish. Use of water for cleaning may damage the finish.



Natural wood is subject to drying and warping.

#### Required Maintenance

Maintenance	Frequency
Lubricate cabinet hinges with an oil-based lubricant. Remove excess oil with a dry paper towel.	When you hear squeaking or notice the door does not move freely
Polish cabinet surfaces with furniture polish or lemon oil.	No more than once a month and not less than once per year
Tighten hardware.	As needed or twice per year
Cover minor scratches with a putty stick from your local store.	As needed

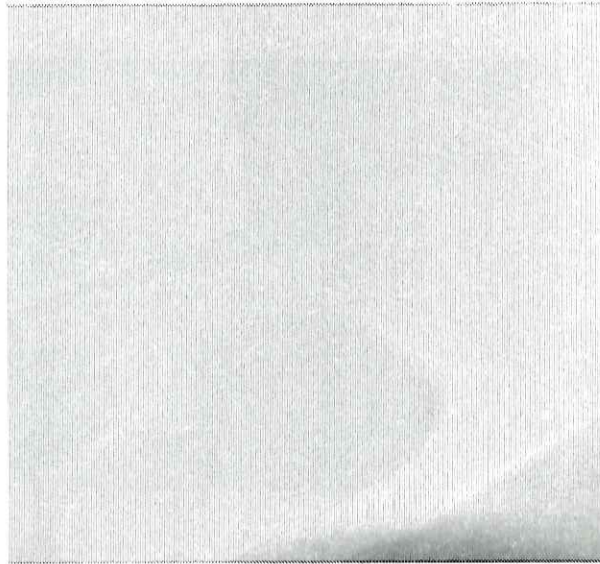
#### Effects of Deferred Maintenance

Failure to properly maintain cabinets with result in shortened life and loss of aesthetic appeal.

**Ceramic Tile**

Ceramic tile is installed on the bathtub and shower surrounds, walls and countertops in your home. While it is tough, it is not indestructible. Here are some requirements to keep your tile looking good.

- Wipe up spills immediately.
- Be careful not to drop heavy objects on tile. They can crack or chip tile surfaces.



**Required Maintenance**

Maintenance	Frequency
Re-caulk the countertop back splash.	If cracked or discolored
Clean your tile with a damp cloth or sponge using a mild NONABRASIVE detergent. Rinse and dry with a soft cloth.	After each use
Clean the grout between tiles, use a stiff bristle brush with grout cleaner or a mixture of white vinegar and distilled water.	When discolored
Inspect and, if necessary, regrout ceramic tile joints when normal shrinkage causes separation.	Annually
Seal ceramic tile joints with commercial sealant.	Every 3-5 years





Test any cleaning product on a hidden area to be sure it won't discolor grout. Cleansers containing bleach can harm colored grout.



It is imperative that you maintain the tile, grout and caulking on the bath and shower surrounds. If water penetrates this component, the walls beneath the tile may be seriously damaged.

#### **Effects of Deferred Maintenance**

Deferred maintenance can cause damage to the wood countertop base (where applicable), walls beneath the bathtub and shower surrounds due to water leaking through the grout, premature aging of the tile, loss of visual appeal and may void the warranty.

**Cultured Marble**

Cultured marble is durable but may be scratched or chipped with misuse. Avoid cleansers that are abrasive. Don't sit on marble countertops. Excessive weight can warp countertops or pull them away from the wall.

**Required Maintenance**

Maintenance	Frequency
Cultured marble should be cleaned with mild detergent or the new foaming cleaners. Abrasive cleaners should never be used, as they will dull the glossy finish.	After each use, when practical

**Effects of Deferred Maintenance**

Improper maintenance can discolor and otherwise damage cultured marble countertops.

**Formica Tops**

Many countertops are made of high-pressure laminated plastic and should not be harmed by boiling water, alcohol, fruit acids, or household chemicals.



Formica surfaces are resistant to moderate heat, but do not set cooking utensils from your oven or range directly on the countertop.

**Required Maintenance**

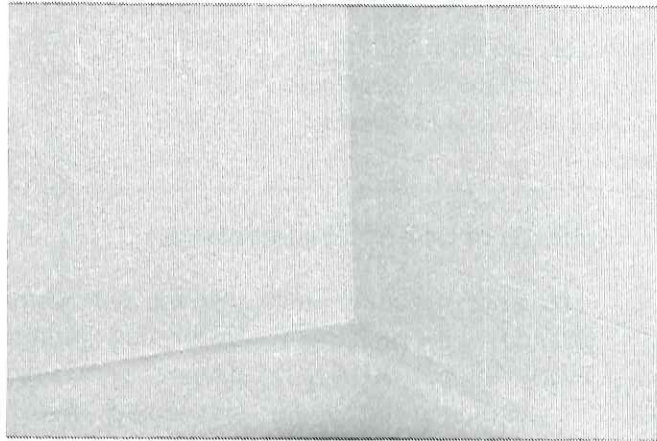
Maintenance	Frequency
To clean, simply wash with mild soap. Do not use abrasive cleaners.	After each use
Do not cut directly on the formica surface; use a cutting board.	At all times

**Effects of Deferred Maintenance**

Improper maintenance can discolor and otherwise damage Formica countertops.

## Caulking

Maintaining good caulking is extremely important to the proper maintenance of your home. Over time, and especially in hot weather, caulking will dry and shrink, no longer providing a good seal against moisture and air.



Faulty caulking around tubs, showers, and toilets can discolor the surrounding flooring.

There are several different types of caulking:

**Silicone caulking** is best for areas needing water protection such as between a bathtub and tile floor. Silicone caulking cannot be painted.

**Latex caulking** is best for areas where painting is required, for example, where a countertop back splash meets a painted wall.

**Colored caulking** eliminates the need to paint. It is available in hardware stores with large selections of caulking.

**Required Maintenance**

<b>Maintenance</b>	<b>Frequency</b>
Inspect the caulking around sink tops, tubs, showers, toilets, windows, doors and ceramic tiles and re-caulk as needed.	Quarterly
When shrinkage is found around windows and doors, repair by re-caulking. (Caulking and dispenser guns are available at hardware stores.)	As needed

**Effects of Deferred Maintenance**

The consequences of faulty caulking depends on the location of the caulking. Faulty air seals result in higher energy bills. Faulty water seals may result in damage to surrounding materials, structural damage, discoloration, and mold/fungus growth. The latter can lead to allergic reactions.



**Painting**

The painted areas of your home will retain their beauty longer if you follow a few simple recommendations:

- Do not wash newly painted surfaces for at least three months to allow the paint to dry and set.
- After three months, do not use strong cleaners or abrasive as they may permanently damage your paint.
- Before using any cleanser, test it on an area of paint that is normally out of view.
- All paints change color as they age. While paint touch up is possible, it is hard to achieve a perfect color match. It is usually advisable to repaint.



Normal shrinkage of the wood in any new home sometimes causes the joints in the woodwork to open, doors to warp, and slight cracks to appear, especially around door openings. Cracking is inevitable, but you can minimize it by keeping the temperature in your home between 68° -74° during the first year to create a more uniform drying process. Minor cracks can be easily filled with caulking or wood filler, which is available at your local hardware store.

**Required Maintenance**

Maintenance	Frequency
Dust and remove cobwebs from ceilings and walls.	Monthly
Clean painted surfaces with water and a mild cleanser like dish soap.	As needed, after the first 3 months
Repaint ceilings and walls as routine maintenance to enhance the look of your home.	As needed (Bathrooms and kitchens are exposed to steam and condensation; consider repainting them more frequently)
Fill minor cracks with caulking or wood filler.	As needed, with painting

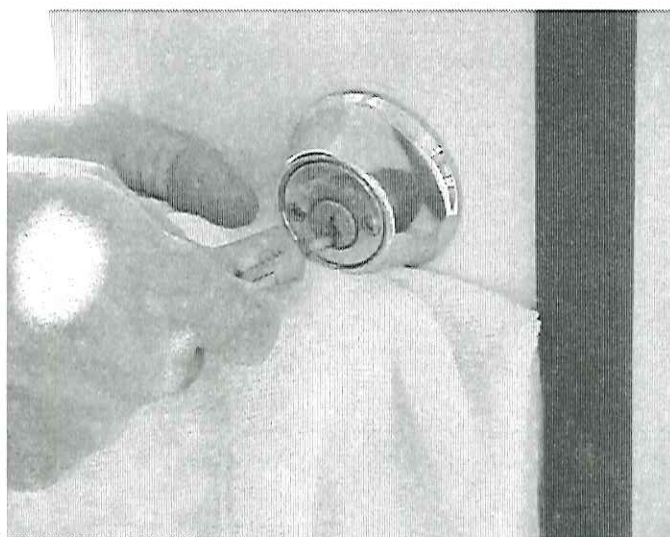
**Effects of Deferred Maintenance**

Inadequate painting will add to overall maintenance costs and diminish the visual appeal of your home.

### Interior Doors

The interior doors are made of wood and add to the overall beauty of your home.

Slamming doors can damage door, door jambs, and even crack the walls. Likewise, do not allow children to hang or swing on doors as this loosens door hardware and causes the door to sag.



### Required Maintenance

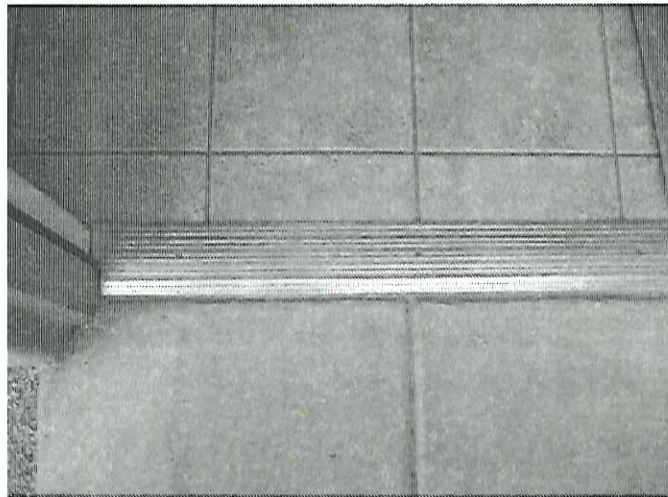
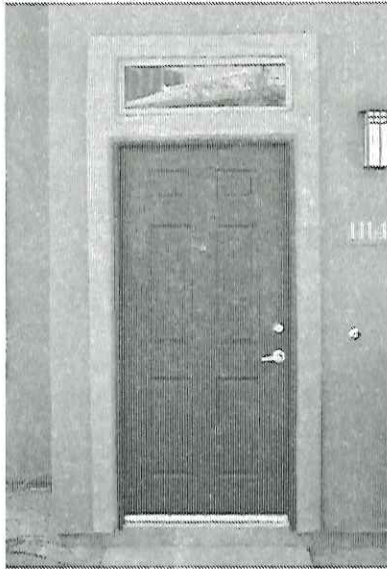
Maintenance	Frequency
Lubricate door hinges. Remove the hinge pin and rub it with a graphite tube or lead pencil. Avoid oil, it gathers dust.	As needed
Lubricate door locks with a graphite lubricant. Wipe up excess with a dry paper towel.	As needed
Remove smudges with warm water and a mild detergent.	As needed
Use touchup paint or varnish on nicks and scratches.	As needed
The most common cause of a sticking door is the natural expansion and contraction of the lumber in the home. A door sticking is due to expansion during a damp season. Try to avoid planing the door. When the dry season returns, the door will shrink back to normal size.	For your information
Coat stained doors with lemon oil to prevent cracking.	Monthly
If cracks appear in painted door joints during the dry season, they can be filled with putty or caulking and refinished.	As needed

### Effects of Deferred Maintenance

Deferred maintenance can result in premature failure of your doors and potentially higher replacement costs.

### Exterior Doors

The exterior doors in your home has a paint finish. Since the finish is exposed to a variety of exterior elements and ultra violet rays from the sun, they must be maintained periodically to prevent discoloration, panel separation, and a general loss of sheen and brilliance.



Make sure threshold is secure





Check weather seal

**Required Maintenance**

Maintenance	Frequency
Check door finish.	Every 2 months
Paint outside of door.	Every 2-3 years South facing doors may need more frequent painting
Moisture and sun are the major enemies of your door, so take care not to wet or hose down doors.	At all times
Consult a professional for specific products and applications to help extend the life of your door. Do not use abrasive chemicals on your door or door hardware.	Always

Maintenance	Frequency
A spray silicone lubricant will keep your sliding hardware functioning smoothly and will reduce possible friction that might cause excessive wear.	Every 6 months
When vacuuming, run the nozzle along the tracks of all sliding doors and windows. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains.	Monthly
Inspect weather stripping to ensure it forms a tight seal against the door surface when the door is shut.	Quarterly, especially in hot and cold seasons



It's a good idea to duplicate locking door keys and save the duplicate in a safe place.

#### Effects of Deferred Maintenance

Failure to maintain the doors will result in improper functioning and shorter life.

### Floor Coverings

The flooring in your new home is made of fine materials that will last longer with routine maintenance.

### Ceramic Flooring

Ceramic floors are a beautiful addition to your new home. Do not be alarmed if there is a variation between individual tiles. This is the nature of the product.



### Required Maintenance

Maintenance	Frequency
Sweep or vacuum on a regular basis to reduce grit, which can scratch and dull floor finish.	Daily, with steady use
Inspect and, if necessary, regrout the area between the tiles and the baseboard. This is important to prevent the entry of water.	Monthly
Flooring can be cleaned with a damp mop or a mild detergent. Wax or sealers are not necessary. Buff floors lightly to improve the shine to a high gloss.	Weekly
Be careful when moving furniture to avoid scratching your tile.	At all times
Do not use harsh abrasive cleaners, metal scrubbers, acids or acid based cleaners as these can deteriorate the grout and finish	At all times

### Effects of Deferred Maintenance

Premature deterioration of the flooring, grout, and even water intrusion may result from lack of proper maintenance.

**Wood Flooring**

Wood (parquet or planks) may vary slightly in grain and color. Do not use water on wood, as this can cause damage and discoloration.



Consult your flooring manufacturer prior to implementing any of the recommendations below.

**Required Maintenance**

<b>Maintenance</b>	<b>Frequency</b>
Clean with a vacuum cleaner or broom to keep the floor looking its best.	Daily
There are variations in processes of buffing and waxing depending on the type of wood, please refer to the manufacturer's directions.	Weekly or as needed
Avoid using water based waxes.	At all times
Use area rugs in areas of heavy traffic to prevent excessive wear.	At all times
Do not drag furniture or other heavy objects across the floor without a pad.	At all times
Contact a local flooring distributor to remove heavy stains or refinishing.	At all times
Floors with a polyurethane coating may never need to be waxed, but check with your flooring manufacturer.	At all times
Protect wood floors finished with a sealer or varnish. Follow manufacturer's directions.	As needed



Wood flooring will expand and contract due to changes in the climate.

**Effects of Deferred Maintenance**

Incomplete maintenance can result in damage or stains, reducing the value these floors add to the home.



**Sheet Vinyl Flooring**

Sheet vinyl floors are rugged, however, they are not indestructible.

Sheet vinyl floors need no waxing to protect their beauty. The sparkling clear, non-porous wear layer keeps spots and spills out and seals in your floor’s natural beauty. Your sheet vinyl floors recover fast from most indentations. It is flexible under impact of normal household traffic.

**Required Maintenance**

Maintenance	Frequency
Dust or vacuum. Mop using a mild cleaning solution such as liquid dish detergent.	Weekly
If shine is lost, buff lightly or apply a thin coat of vinyl dressing. You can purchase this at most sheet vinyl outlets.	As needed, when shine is lost.
Do not use abrasive cleaners or bleaches on vinyl floors.	At all times
Remove spills immediately.	At all times
Equip all furniture and appliances with plastic casters, glides or furniture cups to protect the floor.	At all times
Place floor mats at entry to avoid tracking in dirt and grime.	At all times
Do not use wax as it will not adhere to the floor.	At all times

**Effects of Deferred Maintenance**

Deferred maintenance may result in extra cost, reduced visual appeal and shortened life of the flooring.

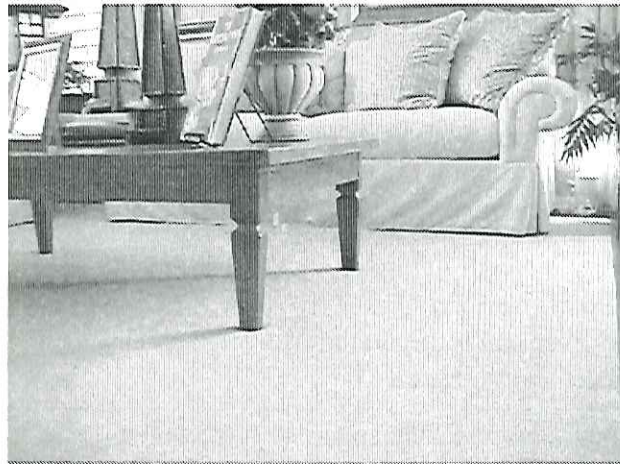


Use care when moving heavy appliances, furniture or chairs to avoid ripping the flooring.

**Carpeting**

A carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum.

Even with careful maintenance, dirt can discolor carpet. Such apparent loss of color should not be mistaken for permanent discoloration or fading. Correct professional cleaning can sometimes restore the original color and tone



**Required Maintenance**

Maintenance	Frequency
Vacuum, particularly in frequently traveled areas and near entrances from the outdoors. You cannot vacuum too often. You will find that a clean carpet is a long-wearing carpet.	Daily
Thoroughly vacuum all areas, even those rooms which receive very little traffic to remove dust deposited from the air.	Weekly
When carpet becomes too soiled to respond to home maintenance, a reputable professional cleaner should clean it. Please remember that professional cleaning companies use strong cleaners and this process should be done as infrequently as possible.	Annually

<b>Maintenance</b>	<b>Frequency</b>
Promptly clean all spills. Blot up liquid with a clean, absorbant, white cloth or sponge. Remove solids with a blunt knife or scraper.	Always

**Effects of Deferred Maintenance**

Poor appearance and a shortened life result from deferred maintenance.

## Plumbing

The plumbing system is a very important component of your new home. We recommend that you become familiar with this system as soon as you move in. You will especially want to locate the following:

- The main water shut-off at your home and at the water meter.
- The gas service meter.
- The hot and cold water shut-offs beneath each sink and behind the toilets.
- The water shut-offs for the water heater.



All the drain lines in your home were cleaned and tested before close of escrow. Even though we carefully flushed all of your plumbing lines to remove any traces of dirt and debris, you may notice a small amount of pipe sealant coming from your faucets for the first few days of use. This condition is normal and will correct itself with use.

### Required Maintenance

Maintenance	Frequency
Maintain a water barrier between your home and the sewer line. (Occasionally run water in sinks or showers that are used infrequently to fill the drain trap.)	At all times
Clear out aerators on faucets to remove dirt and foreign matter.	Quarterly
Inspect for leaks around toilets, sinks, showers, tubs and the water heater.	Monthly
If a major water leak occurs, shut off the water supply to the area affected and contact the appropriate contractor.	Immediately

### Effects of Deferred Maintenance

Failure to maintain the plumbing can damage your home, costing you both time and money.



## Emergencies

In any plumbing emergency, your first step should be to turn off the water. During your New Home Orientation, the main water shut-off valve will be pointed out. Main shut-off valves are usually located under the water meter, which is located on top of the water heater. If you suspect a leak within the walls of your home, immediately turn the main shut-off valve to the OFF position and call our Customer Service Department. A leak between the walls can severely damage the walls and the flooring. All fixtures except tubs and showers have separate shut-off valves. Know how to use these shut-off valves in case of leaks or other problems. In the event of a hot water leak, the valve on top of the water heater should be turned off. This will stop the flow of hot water to your home and will prevent possible damage to your home and its contents. It is important to know where all water shut-off valves are located and mark hot and cold shut-off valves.

## Common Plumbing Problems and Repairs

### Aerator Blockage

If you experience restricted flow in a faucet, it is likely that the problem is a blocked aerator. Unscrew the aerator, remove the screen and rinse away the gritty sediment that is causing the blockage, then replace the aerator screen.

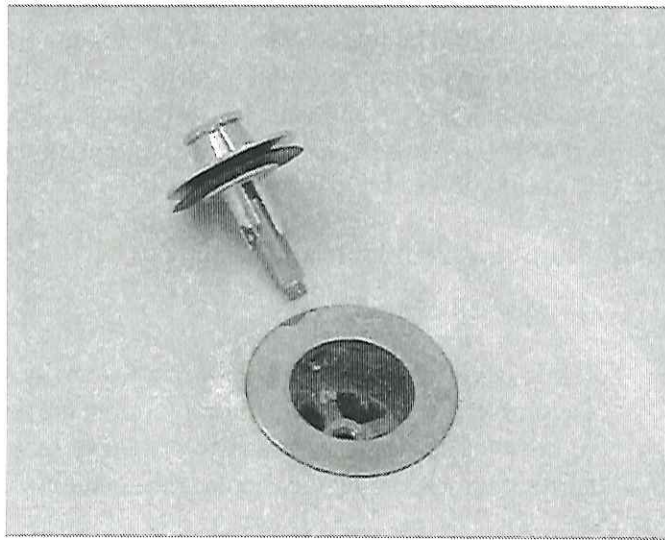


### Leaking Faucet

A leaking faucet can be annoying. Call a plumber to make the repairs, or, if you can, make the repair yourself. Check with a local hardware store or home improvement center for parts and helpful advice. Shut off the water below the sink, remove the faucet stem, replace the washer with the appropriate part. Reinstall the faucet stem and turn water back on.



Minimize this problem by avoiding excessive force when turning off the faucet.



### Slow Drainage

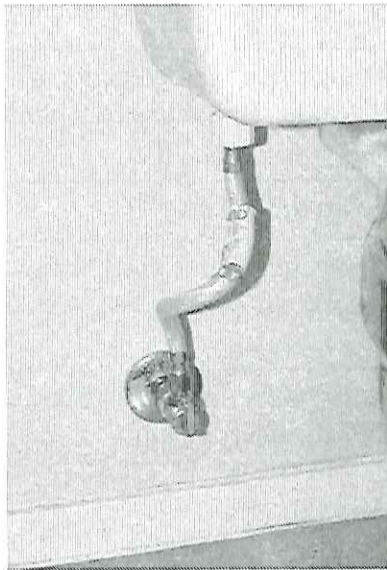
Bathtub, shower and sink drains can become clogged by grease, hair, lint, or soap. We recommend you call a plumber if you are experiencing slow drainage in your bathtub, shower, or sink drains.

### Clogged Traps

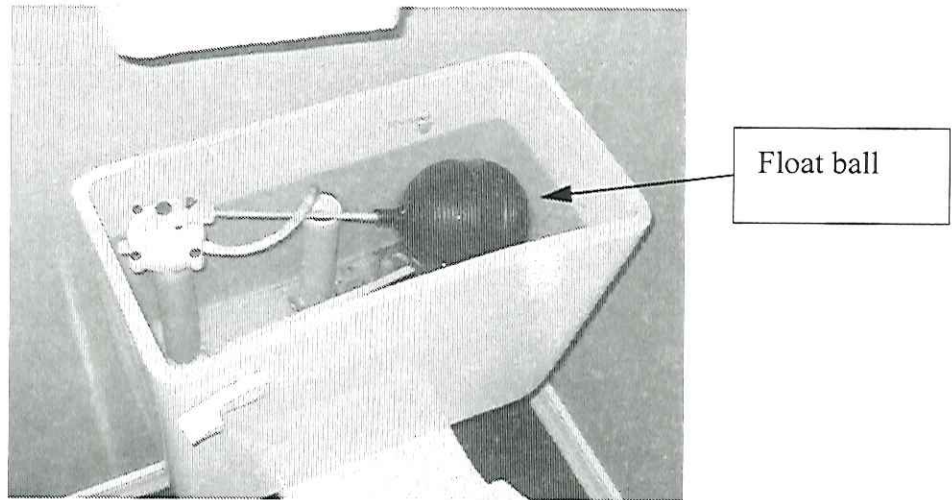
Clogged drain traps can be easily cleared with a plunger or similar device. We do not recommend the use of harsh chemicals to unclog stopped up drains, as they may be harmful to the plumbing and the environment.

**Toilets**

Toilets are made of a tough vitreous material. However, there are certain problems that might occur with your toilet. If this happens, follow the list of requirements below.



**Shut-off valve**



**Required Maintenance**

Maintenance	Frequency
Regularly clean toilets using a toilet bowl cleaner and a brush or cloth.	Weekly
Do not use drain cleaners or colored tank cleaners in toilets. The harsh chemicals in these products can damage toilet seals and cause leaks.	Never
Never flush bulky items down the toilet.	Never
Wax rings may require changing to prevent water leaks. Failure to change an old or leaking wax ring may damage the floor.	Every 4-5 years
Do not use toilet bowl cleaners and/or disinfectants inside your tank. These may damage the interior parts.	Never



**Troubleshooting Tip**

To stop running toilets, first check the shut-off float or clip inside the tank. The ball float or clip is probably not lifted high enough in the tank by the high water level to shut off the valve completely. Bend the float ball rod down gently or lift the clip until the float stops water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts. Next, check the flapper at the bottom of the tank and replace it if worn. Also check flush handle mechanism. Too tight a chain between the flush handle



lever and the flapper will cause a leak. Sometimes leaks result from corrosion around the metal outlet at the base of the tank under the rubber plunger. Try rubbing the outlet with steel wool. If none of the adjustments correct the trouble, consult our Customer Service Department.

**Effects of Deferred Maintenance**

Deferred maintenance to your toilet can result in decreased toilet life, clogged toilets, unpleasant odors, higher water bills, and damage to your bathroom floor.

### Electric Water Heater

The water heater provides hot water to your home. Periodically draining the tank will add to its useful life.



Be sure to read the manufacturer's instructions for your water heater to ensure you follow the safest, most economical use.





**Test the T & P Valve**



If you hear noises in the pipes when the hot water is running, the temperature may be set too high, resulting in steam in the pipes. Lower the temperature setting.

**Required Maintenance**

Maintenance	Frequency
Drain the water heater tank: To drain, turn off the water, turn the pilot control knob to the OFF position, open the plug or faucet at the bottom of the heater, and drain off the water through a garden hose or into a bucket. CAUTION: the water could be very hot. This process will drain off mineral deposits before they can solidify, a common problem in Arizona where the water is usually very hard.	Annually
In the event of a leak, shut off both valves at the top of the heater and drain the tank to prevent damage to the home. FYI: The main water shut off for each unit is located in either the garage or the water heater closet, depending on the location of the water heater.	Immediately
Have a periodic inspection by a qualified service person.	Every five years
Ensure that your heater remains securely strapped to the wall.	At all times

**Effects of Deferred Maintenance**

A shortened water heater life will result from deferred maintenance.



### Gas Water Heater

Like the electric water heater, the gas water heater provides hot water to your home. Periodically draining the tank will add to its useful life. The maintenance instructions for the gas heater are different than those of the electric heater. Please follow the instructions for your specific type of unit.



Meter



Be sure to read the manufacturer's instructions for your water heater to ensure you follow the safest, most economical use.

To light your water heater, refer to the instructions on the heater or call your utility company. If the heater has a thermostat indicator, set it between 120 degrees and 140 degrees. Experience will give you the feel of the gauge so you can get your water hot enough for general use yet not so hot that you are wasting energy. Overheating water speeds the build-up of lime deposits and shortens the life of the water heater. If on vacation for long periods of time place setting on “vacation” or low so as not to create pressure.

**Required Maintenance**

Maintenance	Frequency
Have a service professional annually inspect the following components: internal flueway, plastic vent pipe, burner and the outdoor vent terminal for obstructions. Repair as needed.	Annually
Have a service professional clean the burner.	Annually
Keep area around water heater free from combustible materials.	Always
Lubricate the vent motor bearings with SAE 30 oil.	Twice per year
Ensure that the flow of air to the water heater is not obstructed.	Always
Lift and release the lever on the temperature and pressure relief valve to make sure the valve operates freely and allow several gallons of water to flush through the discharge line. Make certain the discharged water is directed to a suitable drain.	Annually
Drain a few quarts of water from the tank to minimize the accumulation of hard water deposits.	Quarterly
Inspect the anode rod and replace when more than 6” of core wire is exposed at either end of the rod.	Annually

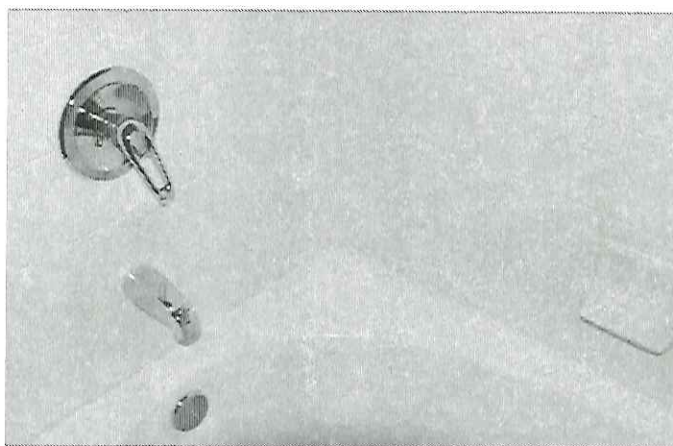
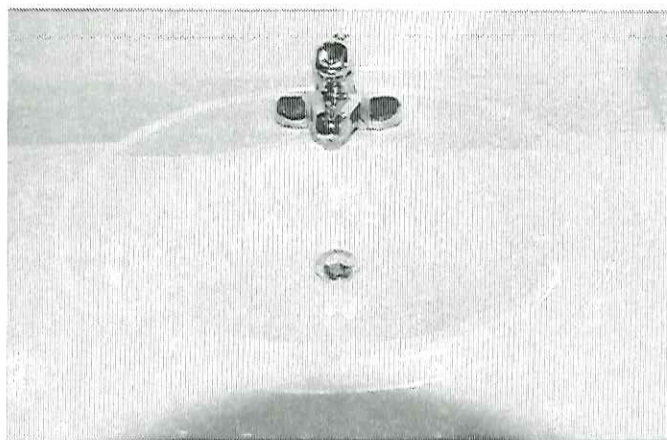


A qualified professional should service the water heater unit.

**Effects of Deferred Maintenance**

A shortened water heater life will result from deferred maintenance.

Sinks and Tubs



Required Maintenance

Maintenance	Frequency
<p>For chipped porcelain, a bottle of liquid porcelain from your local hardware store is a simple, inexpensive remedy. Follow the product directions carefully. Apply a second coat if necessary to fill a deep chip.</p>	<p>As needed</p>



<b>Maintenance</b>	<b>Frequency</b>
Clean the chrome kitchen and bathroom fixtures with warm water and a mild detergent. Avoid scouring pads, abrasive cleansers and anything that might scratch the chrome finish. Dry completely after cleaning.	Regularly, with routine house cleaning

**Effects of Deferred Maintenance**

Deferred maintenance will detract from the appearance of your sinks and tubs.



## Exterior Home Maintenance

This section outlines how to maintain the exterior of your home and provides requirements for your exterior home inspection.

### Windows

Your home's vinyl or aluminum windows and doors are equipped with weatherstripping.

Wooden windows provide natural beauty and excellent insulating properties. Wooden windows will last longer with regular inspection and care. Natural shrinkage and expansion occurs with changing weather conditions. Use paraffin or silicone sprays to alleviate sticking.



Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes.

### Required Maintenance

Maintenance	Frequency
Caulk around the window to keep water out.	Annually, before the rainy season
Vacuum window tracks, periodically with your regular housecleaning.	With routine housecleaning
Lubricate window tracks with silicone or paraffin sprays. Avoid oil; it attracts dust and lint.	Every 6 months or whenever you notice the window "sticking"
To enhance appearance and slow weathering, clean window frames with water and mild soap.	Every 6 months
Clean window tracks of any debris to keep the weep holes free of blockage to prevent water from leaking into your home.	Annually, before the rainy season



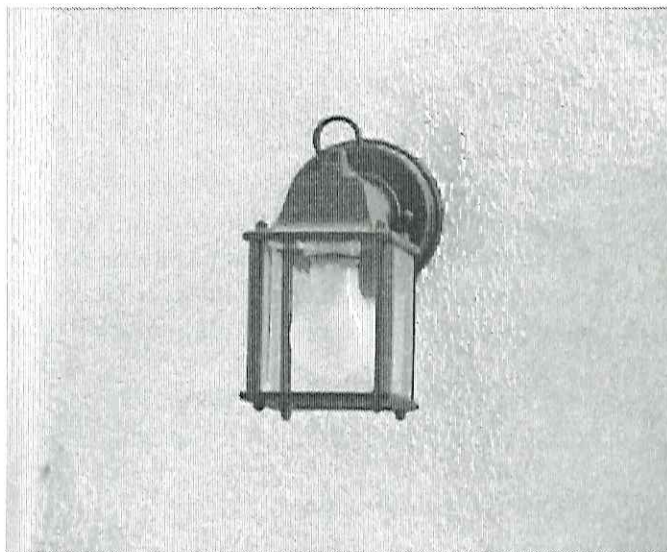
Do not use hydrocarbon cleaners such as gasoline, kerosene, or oil to clean vinyl windows and frames. Also avoid abrasive cleansers and cloths.

### Effects of Deferred Maintenance

Deferred maintenance will result in diminished appearance, more difficult opening and closing of windows, and possible water damage to the surrounding areas.

### Light Fixtures

The area lights around your home are for safety and aesthetics. They may be controlled by photo cells mounted on the side of your home or on the light unit itself.



#### Required Maintenance

Maintenance	Frequency
Check for and replace burned out bulbs.	Monthly
Clean the encasement so light can shine at full illumination.	Quarterly
Keep water off the unit.	At all times

#### Effects of Deferred Maintenance

Failure to provide the maintenance required may cause danger if proper illumination is not maintained. Water and lack of cleaning will diminish the attractiveness of this feature.

**Garage Doors**

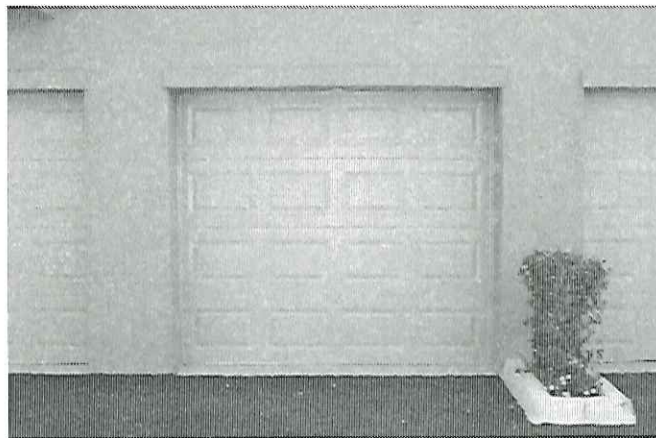
Garage doors are important to the security of your home and it is important to keep them in good working condition.



Never leave an overhead garage door open in the rain. Rain can saturate and distort the door and the door frame.



Disconnect the door and manually check balance; it should open and close with minimal effort.





### Required Maintenance

Maintenance	Frequency
Inspect the finish on the front door.	Annually
Refinish or repaint the front and garage doors. Doors facing south may need more frequent maintenance.	Every 3-5 years
Rollup garage doors require periodic lubrication of hinges and roller assemblies.	Annually
Inspect the weatherstripping on the front door to maintain a tight air seal.	Every 6 months



If the door will not close, check the safety light beam, and realign or remove any obstruction.

### Effects of Deferred Maintenance

Deferred maintenance will detract from the appearance of your home, wear out the working parts and surfaces of your doors, and increase energy bills.

## Seasonal Guide

This section contains the key maintenance recommendations outlined in the preceding sections. They have been conveniently grouped by how often the work should be done.



Starting your maintenance as a new homeowner is the best way to ensure you will maximize the value and enjoyment of your home.

During the early years of your property, less maintenance will be required. As components age, more frequent maintenance will be needed. However, regular inspections must be conducted to determine the need for maintenance.

### Every Month

**Furnace/Air Conditioning:** Clean or replace filters as needed.

**GFCI:** Test all GFCI outlets.

**Faucet Aerators:** Check for proper water flow. If the flow is reduced, clean the screens. This is particularly important during the first several months after you move in.

**Plumbing:** Check under the kitchen and bathroom sinks for leaks. Check the area around the hot water heater for leaks.

### Every 2 Months

**Exterior Doors:** Lubricate hinges and locks if required. Inspect the door's finish for cracking or peeling. Use touch up paint when required.

**Wood Cabinets:** Apply a lemon oil wood protection product.

### Every 3 Months

**Interior Doors:** Lubricate hinges.

**Garage Doors:** Lubricate hardware. Inspect the mechanism for free travel. Adjust if necessary.

**Every 6 Months**

**Tiled areas (tub and shower surrounds):** Inspect caulked areas for missing or damaged caulking. Re-caulk if necessary. Inspect for loose or missing grout. Re-grout if necessary.

**Tub Enclosure:** Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.

**Front doors:** Repaint if necessary. Consult your Homeowners Association requirements before you change the exterior paint color of your doors.

**Every 12 Months**

**Smoke Detectors:** Change batteries.

**Furnace:** We recommend an inspection by a heating professional every year.

**Additional Information**





## Glossary

Here are helpful words you will want to know.

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

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

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

**C.C.&R.'s** - The covenants, conditions, and restrictions that govern your subdivision.

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

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

**Circuit Breakers** - Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever 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.

**Common Areas** - Many neighborhoods have areas that are common property and owned by a homeowners association. These areas include all components outside of your unit, such as streets, parking areas, walkways, slopes and recreational areas. They are maintained and their use is governed by the homeowners association.

**Condenser** - The heating and air conditioning system unit that is located outside the home.

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

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

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

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

**GFCI** - Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCI's are usually located in the kitchen or the 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 powdery substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

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

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

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

**Homeowner Maintenance** - As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the Fit & Finish section of this manual. This continuing maintenance is the responsibility of the owner.

**Homeowners Association** - In this area, many neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners 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.

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

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

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

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

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

**Return Air Vent** - Because modern homes feature almost airtight seals, the heating and air conditioning systems



require return air vents to draw air back to the heating and cooling system.

**Scuttle** - The opening in the ceiling which 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.

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

**Stucco** - The mortar-like material that covers the exterior of many homes in this area 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 water stains.

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

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

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

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

**Thermostat** - The wall-mounted device that controls the heating and air conditioning units is a thermostat. By

cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

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

**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.





## **Manufactured Products**

This section is a convenient place to insert all of your manuals for your manufactured products such as appliances.

In the manual you will find references to the manuals that were provided to you by your builder. This section provides a convenient place to save these important documents.

Remember! It is your responsibility to maintain these products in order to retain the manufacturer's warranty.

