D·R·HORTON®

America's Builder

Homeowner Manual



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D.R. Horton Story

D.R. Horton – A name you can trust.

D.R. Horton West Central Florida is a division of D.R. Horton, Inc., a New York Stock Exchange company with homebuilding operations in 50+ markets from Albuquerque to Los Angeles and Miami to Washington, D.C. – in addition to WCFL. Nationwide, hundreds of thousands of homebuyers can attest to the benefits of homes built by following our rigid standards. Builder Magazine named D.R. Horton the number 1 builder in the country. D.R. Horton is on the Fortune Five Hundred list of largest U. S. Corporations.

Value – Whether you are looking for that first dream home or moving up to your exclusive estate, D.R. Horton gives you the most value for your dollar. Our size allows us to negotiate better contracts with our subcontractors and vendors resulting in a better value for our customers.

Quality – Superb craftsmanship and a commitment to excellence make D.R. Horton a trusted name in homebuilding. From executives to superintendents to sales personnel, everyone at D.R. Horton works to ensure each home fulfills the homebuyer's unique requirements!

Service – D.R. Horton believes there is more to buying a home than signing on the dotted line. Our commitment to servicing your needs extends from the mortgage application process to the Orientation of your completed home to the closing of your purchase. It also extends beyond your closing to cover warranty issues.

Integrity – Financial stability, quality craftsmanship and an overall commitment to excellence make D.R. Horton the right choice in homebuilding. Over three decades of service have earned the trust of the home buying public. D.R. Horton... the preferred choice of the discriminating homebuyer.

Comfortable stylish living designed and built with the highest standards of value as well as personal and homebuilding integrity . . . West Central Florida has a name for it...

D·R·HORTON
America's Builder

Pertinent Information

Your New Home

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

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

If you have any questions about your home before you close escrow, please speak to your sales representative. After moving into your new home, please direct your questions to our Customer Service Department at wcflcustomerservice@drhorton.com or (866) 683- 1792.

Architectural Control Committee

An Architectural Control Committee has approval authority over any changes, alterations or additions to your home, fence, landscaping, exterior colors, trim, etc. Always consult the Declaration of Restrictions for approval procedures and other information prior to making any additions, alterations or improvements to your home, including the installation of antennas, fences, storage buildings, yard art and gazebos. The Architectural Control Committee, D.R. Horton, or if applicable, your Homeowners Association typically will have the power under the Declaration of Restrictions to remove, at your expense, any unapproved additions, alterations or improvements.

Cabinetry and Wood Products

It is the nature of many wood products used in Cabinetry and trim to have a variety of colors and grain textures. Because these variations are the real natural beauty of these woods, unusual or "wild" grain patterns will not constitute a reason for replacement. No special emphasis will be made to select doors/drawers to match "perfectly" with one another. Wood "mellows" with age, exposure to sunlight, and the elements. A slight color difference may occur after a years' time, thus affecting the actual color (natural or stain) of your sample. A buyer selection may differ from the cabinets they receive. This is especially true in the "frost" colors. Keep in mind that wood for individual cabinets do not always come from the same tree and will therefore vary in grains and textures. Your cabinets are like a piece of furniture. If you look closely at wood furniture you will find the same characteristics. If you want to have an indication of how your cabinets will look as a unit, please feel free to visit a model home or decide to view a home under construction with the same cabinet selection. Remember, construction sites can be hazardous, so please contact a representative of

D.R. Horton to accompany you to any construction site.

Community Development Districts

Your home may be located within the boundaries of a Community Development District (commonly referred to as a "CDD"). Ask your sales agent or consult your title policy to determine whether your home is located within such a district.

Community Development Districts are units of local government created under Florida statutes to construct or acquire certain improvements and provide for the operation and maintenance of improvements. Those improvements often include things such as amenity centers, entrance monuments, landscaping, streets, utilities, drainage ponds and structures.

The district may levy ad valorem taxes on your home to raise funds. The funds will be used to repay bonds sold for the construction and acquisition of improvements and for the operation and maintenance responsibilities of the district. The district may also establish a set of rules and fees for use of the facilities.

All Districts have regular meetings, which are open to the public. To learn more about the operation of your district, if applicable, contact the district office.

Construction Dangers

D.R. Horton recommends that you contact your Sales Representative or Project Manager to have them accompany you on any of our job sites. Job sites are hazardous areas since there is usually a lot of activity going on during the day. After-hours, when the workers are no longer on the jobsites, can be just as hazardous if not more so. If you choose to visit one of our jobsites without one of our representatives to accompany you, D.R. Horton does not assume any liability for any injuries or damages that you may incur.

Construction Methods

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

Declaration of Restrictions

A Declaration of Covenants, Conditions and Restrictions (sometimes referred to as Deed Restrictions or CC&R's), if applicable, govern the activities within your community. Parking restrictions, use restrictions, building restrictions and, in some cases, the creation and powers of a Homeowners Association are described in your Declaration of Restrictions (a copy is included in the closing packet). Also consult your

Declaration of Restrictions and, if applicable your Homeowners Association before making any structural or cosmetic changes to your home.

Drainage and Wetlands

Wetlands in Florida serve many important functions. Many plats will show areas designated as; "Wetlands", "Jurisdictional Wetlands" or "Conservation Areas." These areas are under the control of one or more agencies which are responsible for their protection. Before making any alterations or changes to these areas it is the homeowners responsibility to contact the appropriate agency responsible for these areas to make sure such alterations will not be a violation. Violations are subject to heavy fines and penalties in many cases! The same guidelines should be used for any alterations or usage to adjacent property.

Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title policy or the lot survey that will be given to you at your closing. Consult your title policy or a professional before any alterations are made to your new home or lot. In some cases, your Declaration of Restrictions will also describe present or future easements.

Additionally, in most cases, the municipality governing your community requires the first fifteen to twenty feet behind the curb in front of your home as right-of-way. You do not own this fifteen to twenty-foot right-of-way; utilities are often located in this footage. Your final survey will show the exact locations of your property lines.

Homeowners Association

Every homeowner in your neighborhood is a member of the Homeowners Association. The purpose of the association is to assure that the neighborhood is maintained in an attractive and safe manner. A Declaration of Covenants, Conditions and Restrictions have been recorded to establish a set of regulations intended to preserve the appearance and character of your neighborhood. Among other provisions, the Covenants require you to properly maintain your home and your yard and require you to receive approval from the association before making any changes to the exterior of your home or your lot. This includes any additions, remodeling, accessory structures or changes to landscaping drainage.

The association is usually responsible for maintaining entry signs and landscaping as well as any community parks or amenities and may be responsible for maintaining drainage ponds or other facilities.

Most associations are managed by an independent management company. You are responsible for paying dues to the association, which are used to pay for the management and operation of the association, and for maintenance.

Please take time to read the Covenants and call the management company with any questions you may have to the design of the home that may have occurred since construction of the model homes.

Lot & Site Changes

The layout of each lot is unique and there will be differences in size, locations of sidewalks and driveways, and drainage that may not be the same as the models. The shape and contour of certain lots may require that D.R. Horton adapt foundations, decks, patios, driveways walkways and garages to provide reasonable access, adequate drainage, and aesthetic appeal. D.R. Horton reserves the right to make changes and alterations to the property and remove native trees to provide for the construction of the home. See the section on "Drainage and Wetlands" for further information regarding adjacent property and its usage.

Model Homes

Model homes have several functions. They are used as sales offices, to demonstrate products in the home and as a showcase. These multiple uses can require larger air conditioners and other types of equipment that are neither appropriate nor desirable for residential usage. The model homes also may display a variety of features, finishes, materials, colors and products that are not included in your home. The following was prepared to clarify some items and features in your new home that may differ from that in the models. Please consult your sales representative for an explanation of any differences.

- Color Variances

  Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, brick, stone, tile, mortar, carpet and other colored surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. An exact color match of materials during the initial construction of your home or during subsequent repairs is not an item that is covered by your D.R. Horton Limited Warranty.

- Design

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

- Dimensions

  Your home can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the lots, changes in design that are made after the models are completed and other such factors. The differences can be seen in ceilings, windows, room sizes, placement of your home on the lot and in other areas.

- Entrances and Walkways

  The entrances and walkways of the model homes can vary in size and location from your home.

- Interior Features

  The model homes are used as sales offices. Therefore, the models may have features such as window coverings, window tinting, security systems, built-in features, slight plan changes, music systems and other differences from the production homes.

- Marketing

  The representation of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in your home.

- Substitution

  Substitute materials that may differ from those in the model homes may have been made in the construction of your home due to situations beyond the control of D.R. Horton. Also, substitute materials may differ from model homes where the new materials do not alter the quality or function of your home.

Plans

D.R. Horton reserves the right to change plans, specifications, and prices without notice.

Pets and Floor Coverings

Pets can do considerable damage to floor coverings whether they are carpets, vinyl, or wood. Ceramic flooring is less likely to be damaged by a pet; however, the grouting is easily stained and discolored if not taken care of properly. Follow manufacturer's recommendations for cleaning and care.

Do not allow pets to dig and paw at floor coverings. This will damage the appearance of the flooring and will not be covered under the "Limited Warranty". Abnormal wear and tear, stained areas, etc. are homeowner's responsibilities.

Owners of even the best-trained pets will occasionally encounter pet accidents. Often, the urine is not discovered until long after the accident. The types of damage from pet stains can be diverse and are dependent upon the makeup of the urine. Urine content will change over the pet's life because of the pet's diet, medications, age, health, sex, and reproductive cycles. Because of these variables, some urine stains may not be removable.

Urine can affect the dyes used in carpets, although not all occurrences will result in a permanent stain. Success is dependent upon the content of the urine, the dyes and finish used, and the time elapsed after the deposit. Some urine spots may be immediately noticeable, while others may take weeks or months for a reaction. The dyes may change color immediately after contact with urine.

When urine spots develop slowly and are noticed after much time has elapsed, the dyes and carpet fibers may be permanently damaged. In beige carpet, blue dyes are attacked by pet urine, leaving behind the red and yellow dyes with a resulting stain appearing red, yellow, or orange.

Pet urine, left unattended, can damage carpet in several ways. Moisture can weaken the layers of the carpet, allowing separation or delamination of the backing material. Seam areas can be particularly damaged and can separate.

Another problem, especially with cats, is odor. Unless the cat urine can be completely removed, complete odor removal is unlikely. Several products are available to combat odor, but may simply mask the odor, and, in times of high humidity, the odor may reappear. Recently, enzymes, available at pet stores and veterinary offices, have been developed that are more effective; but they may be better used by a carpet cleaning professional. If the odor cannot be removed, the damaged area of carpet can be replaced with a piece from reserved scrap. If carpet replacement is necessary, then replacement of padding and sub flooring may also be necessary.

Some carpet manufacturers have developed backings that resist spills and even prevent the spillage from penetrating the carpet into the carpet pad and, perhaps, the sub floor. Check with our Design Studio about these products.

Always follow manufacturer's recommendations as far as maintenance and cleaning of your floor coverings.

Private Home Inspectors

D.R. Horton does not allow any Private Home Inspector on or about any property that is under construction without prior authorization from our office. Any Private Home Inspectors wishing to perform inspections on any of our homes must first provide us with the required proof of insurance and any other required documentation to be on our jobsites. Our office can provide you with a list of Private Home Inspectors who have already met these requirements. D.R. Horton does not endorse any Private Home Inspectors, nor do we receive any compensation from them

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Soils

The soils in Florida are made up of mostly sands to loamy sand clay in nature. The foundation of your home has been designed and engineered for such soils. Any homeowner changes in the foundation, the grading and the landscaping of your home and lot can result in severe damage to your property and to neighboring properties. Consult a professional before any such changes are made. Architectural Control Committee approval will be required before making any changes to your property that may affect the drainage. County approval may also be required. See "Grading and Drainage" section for additional information.

Surrounding Property

No representation or warranty is made with respect to the use or construction of improvements on property adjacent or in the vicinity of your community. Even as to adjacent property owned by D.R. Horton, future use or construction may be altered for any reason. Please consult the municipality or county having jurisdiction over your community to determine the type of development that may occur in your area.

Trees

While D.R. Horton seeks to preserve trees, they can deteriorate and die due to a number of factors, including disease and disturbance to root systems. Over or under watering can harm trees. No representation or warranty is made regarding the trees located on your lot. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

Unauthorized Options and Upgrades by Buyers

D.R. Horton does not permit the installation of options by anyone other than D.R. Horton and its subcontractors and suppliers prior to the close of escrow. The unauthorized use of independent contractors, other than those who are under contract with D.R. Horton, or any work or changes made by the buyer, will void any warranty, implied or written, with respect to all damage caused, directly or indirectly, as a result of the work, and is a direct violation of your contract. D.R. Horton reserves the right to remove and destroy any alterations, materials or furnishings and possessions of the buyer, made by you or any unauthorized sub-contractor, prior to the closing of escrow, at the sole expense of the buyer.

Views

No representation or warranty is made with respect to the presence or absence of objects or items that are visible from your new home but are not located on your property. Such objects and items can be blocked or changed by future development, the growth of plants and other activities. Lot premiums, which take views into consideration, are only applicable at the time of purchase and no further warranties or representations are implied. D.R. Horton does not assume liability for any views that are not located on the property you are purchasing.

Water Pressure

Your D.R. Horton Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider if you experience any problems after closing.

Glossary of Terms

ASHRAE (American Society of Heating, Refrigeration and Air Conditioning Engineers): A governmental body establishing standards for heating, air conditioning and refrigeration.

AERATOR: Located at the end of the kitchen and bathroom faucets. It mixes air with the water 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.

ARCHITECTURAL CONTROL COMMITTEE: See "Pertinent Information" section of this manual.

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 which may direct the flow of rain and irrigation water toward drains or sewers.

BUILDER CHECK LIST: This form is used to record the condition of your home at the time of your orientation.

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

CEMENTITIOUS FINISH: The mortar-like material that covers the foundation and/or exterior walls of your home. This is commonly referred to as "stucco" in the building industry. Typically, in residential construction this is a two (2) step process. This material is relatively brittle so, you should avoid sharp blows to the walls. Its use is strictly cosmetic. Any references in our documentation to "stucco' is meant to describe this (2) step process cementitious veneer

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

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

COMMON AREAS: Many neighborhoods have areas that are common property, which are owned by a homeowners association or other entity. These areas may include streets, parking areas, walkways, slopes, and recreational areas. In some cases, these common areas are maintained, and their use is governed by the homeowners association. Please refer to the Declaration of Restrictions.

COMMUNITY DEVELOPMENT DISTRICT: See "Pertinent Information" section of this manual.

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

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

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

DECLARATION OF RESTRICTIONS: See "Pertinent Information" section of this manual.

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

D·R·HORTON'S LIMITED WARRANTY: The one-year limited warranty made by D.R. Horton to you described in the "Warranty Procedures" section of this manual.

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

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

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

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

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

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

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

GRAPHITE: A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors. GROUT: Grout is the cement-like material visible between squares of ceramic tile.

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

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

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

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

HOMEOWNERS ASSOCIATION: See "Pertinent Information" section of this manual.

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

MANUFACTURERS WARRANTY: The appliances and certain other components of your

new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

MASONRY: The stonework and brickwork on a home.

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

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

NEIGHBORHOOD ASSOCIATION: See "Pertinent Information" section of this manual.

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

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

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

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

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

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

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

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

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 D.R.

Horton.

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

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

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

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

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

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

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

Quality Control

D.R. Horton Quality Control Inspections

D.R. Horton performs a Quality Control Inspection on every home prior to the Orientation with the new buyer. This is to ensure that each home meets or exceeds the quality level that each buyer sees in our models and spec homes when selecting their home for purchase.

D.R. Horton makes sure each home meets or exceeds the "Residential Performance Guidelines" established by the "National Association of Home Builders." These guidelines set up standards by which the building community can establish certain quality levels in their construction. Building codes only address health, safety and welfare issues regarding new home construction.

The "National Association of Home Builders" is recognized as an objective and qualified source for setting up these standards. These standards are objective, credible and uniform and spell out the minimum performance for acceptable workmanship and product performance. D.R. Horton seeks to meet or exceed these standards on each home that we build.

Frequently Asked Questions

Congratulations and thank you for allowing D.R. Horton to build your home. We understand that your new home is a major investment so we would like to answer the most frequently asked questions about the warranty on your home and set realistic expectations for the performance of your home. Prior to closing, your home receives a 200+ point Quality Control Inspection from our in-house professionals to ensure that it meets or exceeds the Residential Construction Standards established by the National Association of Home Builders as modified for our area.

When your home is completed and ready for closing, we will introduce you to the features and functions of your new home with an Orientation process. This usually takes between 30 minutes to an hour to complete and gives us a chance to note any final touch ups that may need to be completed prior to your closing. Then we explain homeowner responsibilities and general maintenance of your new home. Refer to your Warranty Booklet for further information. All warranty documents will be provided at the Orientation. The final step prior to closing is to do a re- walk, to verify that all items listed on the Orientation Checklist are complete and your new home is ready for you to enjoy after closing. Once this Orientation process is complete and signed off, this signifies your acceptance of the home and that all required features or upgrades have been installed or completed. Remember, in addition to our 1 Year Builder Warranty, your home is also covered by a 10 Year Structural Warranty from Residential Warranty Corporation!

Q. What is D.R. Horton's policy concerning trees, sod, and plants?
A. Trees, shrubs and grass are not warranted after closing unless specifically noted on the Orientation Builders Checklist.

Q. What are D. R. Horton's policies concerning drainage?
A. Your lot has been graded per county requirements for proper drainage. It is the homeowner's responsibility to plant grass or take other measures in areas without sod to prevent erosion and improper drainage from frequent rains. Homeowner is responsible for replacing and maintaining any plants or grass in these areas. After periods of normal rain, you can expect water to drain off within 24 hours in most areas and 48 hours in swales. After periods of heavy rain, it may take considerably longer.

Q. What is D.R. Horton's warranty policy concerning scratched window glass, damaged countertops, damaged cabinets, or other similar damages after I close?
A. Damages such as scratched glass, cuts in vinyl flooring, damaged countertops, drywall repairs & paint touch-ups are not warranted after closing. These items must be noted on the Orientation Builders Checklist and taken care of prior to closing. D.R. Horton will not be responsible for paint touch-up matches after closing; however, we will match with the closest Available standard color.

Q. What is D.R. Horton's policy concerning concrete?
A. Concrete surfaces will sometimes crack due to normal expansion and contraction and temperature changes; they may also develop cracks from soil movement

underneath due to rain, evaporation, etc. Most cracks have no structural significance and are of no concern. Cracks in garage, driveway, walkway, and patio that are more than 1/4 inch in width or vertical displacement will be **repaired**. Foundation cracks greater than 1/8 inch will be repaired. In accordance with our warranty policy, we will make any necessary repairs to correct these conditions.
D.R. Horton will not be responsible for color variations when repairs are required!

Q. What are D.R. Horton's policies covering roof issues?
A. Roof issues will be covered for the first year as outlined in the warranty documents.

Q. What should I do if I have a Plumbing emergency after hours?
A. D.R. Horton provides 24 hour 7 days a week emergency service through our plumbing contractor. You will be provided an emergency number for this purpose. We would like for you to contact our warranty department the next business day as well so that we may make any necessary visits to evaluate the problem and reduce the chance of other concerns.

Q. How will I know where my property lines are if I want to do make any alterations to my property after I close?
A. We will provide you with a final survey at closing. This will give the pin locations and exact measurements, which will enable your contractor to locate these pins prior to his installation. It is your responsibility to provide this information to your contractors as well as your contractor's responsibility to verify these measurements prior to making any improvements to your property. Be sure to check the Covenants and Restrictions for your neighborhood prior to making any alterations to your property, as a written architectural approval is usually required!

OTHER INFORMATION:

1. Be sure to read and understand the Warranty Documents completely!

2. Be sure to contact our warranty department as soon as possible to report any leaks that you may notice. This will help reduce the chance of a small problem turning into a larger one.

3. Driveways, walks, patios, and exterior walls can be pressure washed. Avoid high pressures to reduce the chance of damage to the surface being cleaned. It is not recommended that you Pressure Wash your windows as this could result in damage that might void the warranty.

4. Check your roof shingles after heavy storms or high winds to make sure that there are no damaged or missing shingles. "Acts of nature" related damage is not warranted.

5. Change A/C filters monthly. Have unit serviced at least once a year for proper operation.

6. Know where all major shut-off valves are located.

7. Some items on your new home may have extended warranties that will be provided by the manufacturer. Please consult these documents for further information.

8. D.R. Horton does not assume responsibility for conditions that are beyond our control.

9. Personal property, including furnishings, is not covered by this warranty!

Hurricane Preparation

Contacts for Hazardous Weather Conditions.

The following web sites may assist you in obtaining crucial information regarding any hazardous weather conditions. Local radio and television stations will also broadcast information.

Federal Emergency Management Agency:

This site updates every 30 minutes, and you can view potential warnings and forecasts through national maps and satellite imaging.

www.fema.gov
View the right side of the home page.
Locate Storm Watch and Current Weather.
Click NWS Warnings and Alerts.
Select Northeast Florida/Southeast Georgia.

This agency responds to, plans for, and helps with recovery and mitigating against disasters.

National Oceanic and Atmospheric Administration:

This site will give you a detailed 7-day weather forecast for your zip code or city and state.

www.noaa.gov/index.html
View the left side of the home page.
Locate today's weather.
Type in the zip code or city, state.
Click go.

These government agencies distribute and predict changes in the Earth's environment, and conserve and manage wisely the Nation's coastal and marine resources to ensure sustainable economic opportunities.

Hurricane Alert – 72 Hours Before Arrival

The margin of error for the path of a hurricane on a 3-day forecast is 240 miles.

Plan an evacuation route with your family (you may want to contact your nearest American Red Cross chapter for assistance.)

Develop an emergency communication plan. Each family member needs a number to call so that contact can be made. Phone and cell lines may not be restored quickly, so you may wish to have family members meet in a pre-arranged alternate site.

Assess your home and lot. How long will it take for you to protect your area? What will blow away and what will float away? Such as portable storage buildings, lawn and garden equipment, boats, and trailers, etc.

In case the National Guard or Local Police are called into your area, note the contact, phone numbers and procedures you may have to take to re-enter your neighborhood.

Periodically check the weather forecast.

Hurricane Watch – 24-36 Hours before Arrival

Listen to battery-operated radio or television for hurricane progress reports.

Check emergency supplies.

Take photos of your home and property.

Fuel your vehicles.

Anchor or remove objects that can blow away or float away.

Prepare a list of emergency telephone numbers and addresses of local government agencies, news media and medical facilities.

Hurricane Warning – 24 hours or less (winds of 74 miles per hour or greater)

Listen constantly to a battery-operated radio or television for official instructions. Keep away from any windows, skylights or glass doors.

Turn off all electrical appliances. This will avoid a power "surge" when electricity is restored.

Avoid flooded roads. An individual can be swept away in moving water only 6 inches deep. A vehicle (3,400 pounds) can be swept away in only 12 inches of water.

Warranty Procedures

D.R. Horton Limited Warranty

D.R. Horton warrants that every D.R. Horton home has been constructed with materials and workmanship of a quality that meets or exceeds industry standards.

D.R. Horton warrants that your home will be free of defects for a period of one year from the date of closing your home. This warranty is limited to repairs and/or replacements that are necessary because of defective workmanship or materials. D.R. Horton will make any necessary repairs and/or replacements under such warranty provided that the D.R. Horton Customer Service Department has received notice of such claim within the one-year period described above.

In the first year of ownership, D.R. Horton will assist you in the warranty of your appliances. In the event you have a problem, please contact our Customer Service Department, and we will ascertain the origin of the problem. After our assessment, we will instruct you on who to call (manufacturer) to correct the problem or deficiency. If a problem occurs after the first year of ownership, please refer to "Manufacturer Service" in the "Appliances" section of this manual. Buyer's rights and D.R. Horton's obligations under this warranty are limited to repair and/or replacement.

This one-year limited warranty shall NOT apply to any defects caused by, or arising from, moving into the home, climatic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.

Without limiting the foregoing, this one year limited warranty is subject to, and limited by, the same Conditions, Exclusions, and Warranty Standards as set forth in "Section II.D.–Conditions" (other than II.D.1 which shall not apply to this warranty), "Section II.E.–Exclusions" and "Section III.A.–Warranty Standards - One Year Coverage Only" in your Ten Year Limited Warranty booklet ("Ten Year Limited Warranty") issued by Residential Warranty Corporation (RWC). You will receive your RWC warranty booklet at the closing of your new home.

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

As mentioned in the Conditions, Exclusions and Warranty Standards, your D.R. Horton Limited Warranty does not cover repair or replacement due to negligence or improper maintenance. Please refer to the "Use and Care of Your Home" section of this manual for a discussion of home maintenance.

D.R. Horton Homes Warrantable Issues Timetable

Sod/Trees/Landscaping	30 Days (From Date of Close) unless due to improper maintenance
Irrigation (Sprinkler System)	30 Days Coverage, 1 Year on Time Clock Damage from lightning is not warrantable
Paint and Caulking	Any imperfections must be noted at walk.
Countertops/Cabinets	Any defects must be noted at walk. Not guaranteed repair/replace will match.
Tile Flooring/Walls	Cracks, chips, scratches, color variations in tile and or grout, must be noted at walk. Settlement cracks in grout joints excess 1/8 Inch – one time only Not guaranteed dye lot of tile will match.
Carpet	Stains/ discolor noted at walk 1 Year Manufacturer/installation warranty. Not guaranteed dye lot of carpet will match.
Exterior Cementitious Finish	First year- Stucco cracks – builder will repair cracks which exceed 1/8 inch in width. Not responsible for color/ texture match.
Drainage	Established grade must be maintained by the homeowner. If water stands in yard 24 hours in the yard or 48 hours in swale after last normal rain. It will be evaluated. Any modifications voids warranty
Bathtub/Windows/Mirrors	Cracks, scratches must be noted at walk.
Drywall	Any cosmetic imperfection must be noted at walk. Any crack exceeding 1/8" will be reviewed for installation error.

Ten Year Limited Warranty

In addition to the D.R. Horton Limited Warranty, your new home is also protected by a ten-year warranty (referenced above as the Ten-Year Limited Warranty) issued by Residential Warranty Cooperation (RWC). At the closing of your new home, you will receive your Ten-Year Limited Warranty booklet.

The Ten-Year Limited Warranty provides three separate warranty coverage. Certain items are covered under a one-year limited warranty, others are covered under a two-year limited warranty and still others are covered under a ten-year limited warranty. Please refer to your Ten-Year Limited Warranty booklet.

Please contact our Customer Service Department at wcflcustomerservice@drhorton.com or (866) 683-1792 if you have any questions after you have reviewed the Ten-Year Limited Warranty booklet.

How to Request Customer Service

- Normal Procedures

To assure quality, efficient service, and so that we (and you) may maintain a complete file on your property, requests for service **must be submitted** online at www.drhorton.com or will be unable to process them. Please contact our Customer Service Department with questions.

Customer Service Department – Direct Line: 352-600-5970

When we receive your request for service, we will decide whether the D.R. Horton Limited Warranty, the Ten-Year Limited Warranty, or the manufacturer's warranty will cover the item or if it is the homeowner's responsibility.

Typically, we will inspect the problem so that we have a complete understanding of the request. Appointments are available Monday through Friday from 8:00 a.m. to 4:00 p.m. You must have a representative present 18 years of age or older whenever any work is being done on your home.

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

We will not be responsible for any expenses, including lost wages and materials, which you incur because of work done by others. Our field personnel do not have permission to authorize repair work done by others, and they do not have the authority to extend or alter your D.R. Horton Limited Warranty or your Ten-Year Limited Warranty.

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

- Emergency Service

In case of emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main shut-off valve is located at the water meter box, which is generally located at the property line. Please refer to the "Plumbing" section of this manual for further discussion of the water shut-off locations.

Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

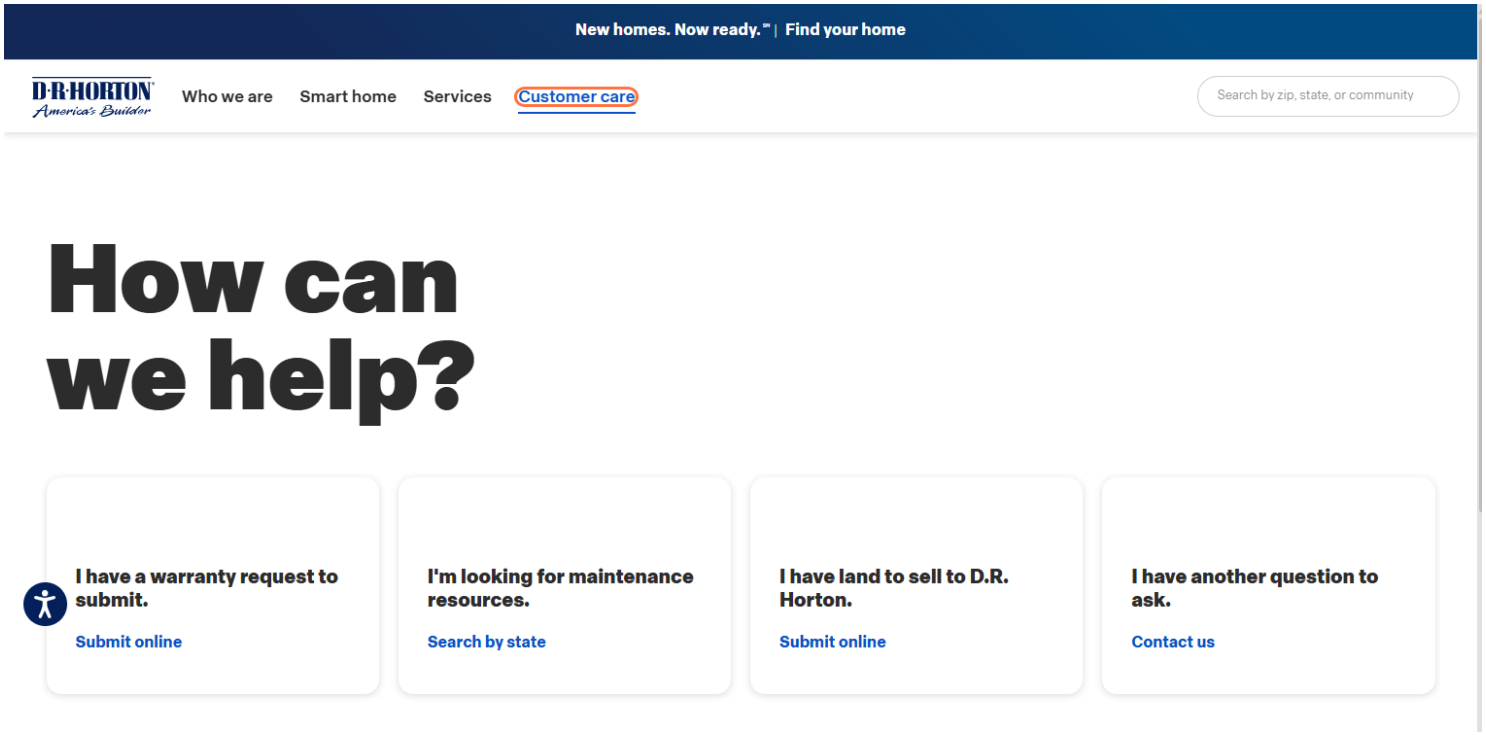
In case of an emergency, please contact Customer Service www.drhorton.com . Monday through Friday from 8:00 a.m. to 5:00 p.m. For after hour emergencies only, please call the appropriate number for the Plumbing, Electrical, and HVAC (Heating Ventilation Air-Conditioning) Contractor which worked on your home from the list that will be provided to you at closing. Please contact our Customer Service Department on the next business day so that we may follow up with the completion of any repairs caused by the emergency and log the information into our database for record keeping purposes.

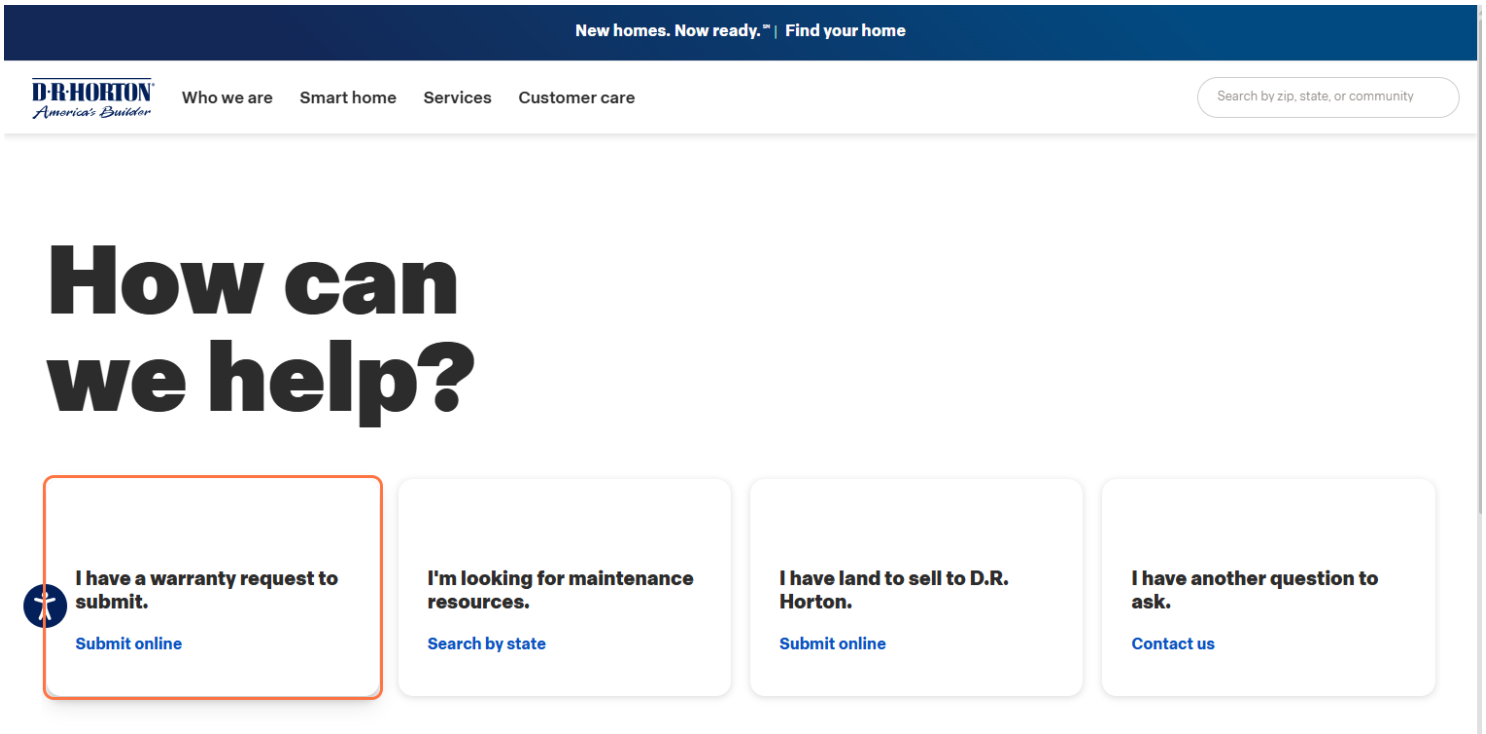
Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of D.R. Horton. Damage to personal property is not covered by D.R. Horton's Limited Warranty, or Ten-Year Limited Warranty.

If your situation does not fall within the emergency guidelines, please use the procedures outline "How to Request Customer Service" for requesting routine warranty service.

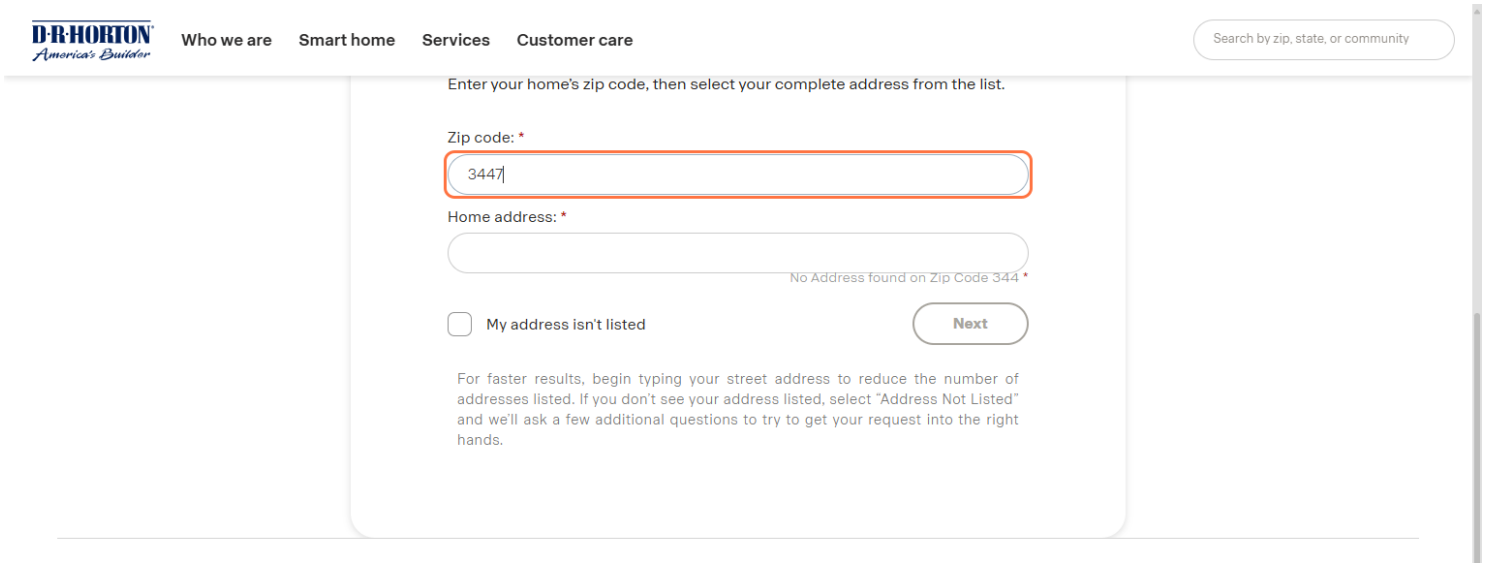
Problem	Solution
Total loss of heating, or air conditioning	Contact HVAC Company
Total loss of electricity	Contact Electric Utility Company
Total loss of water	Contact Water Utility Company
Plumbing leak, or plumbing backup	Shut off entire water supply to home. Contact Plumbing Company

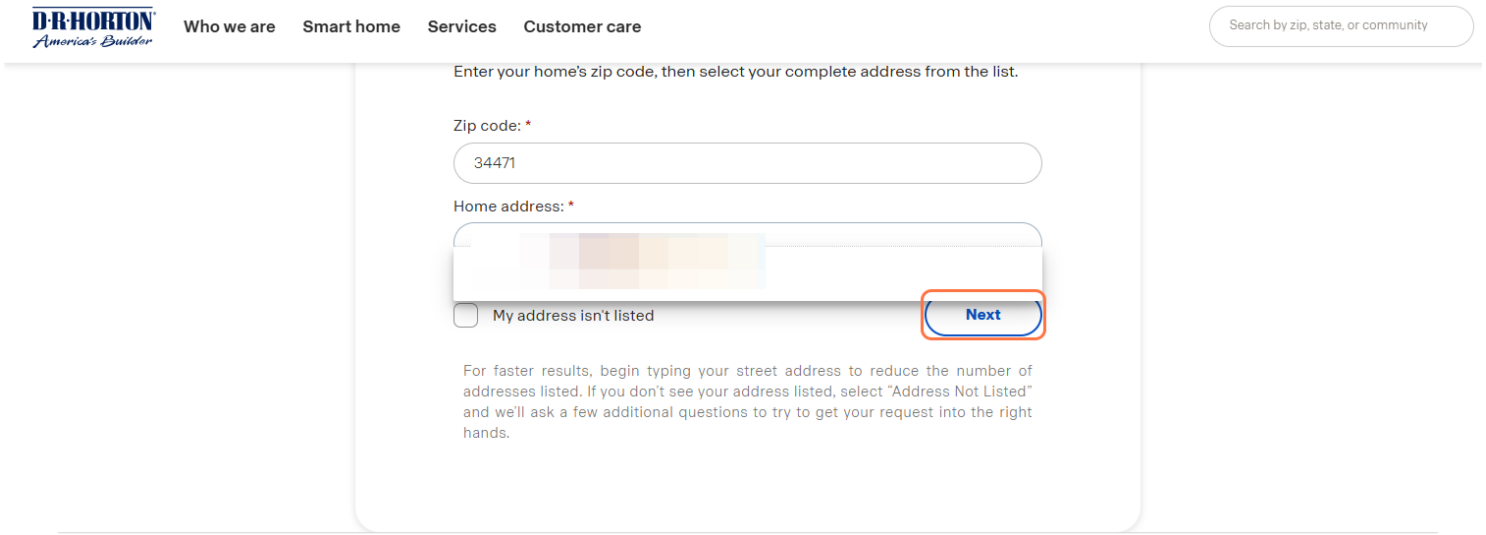
How to Submit a Warranty Request

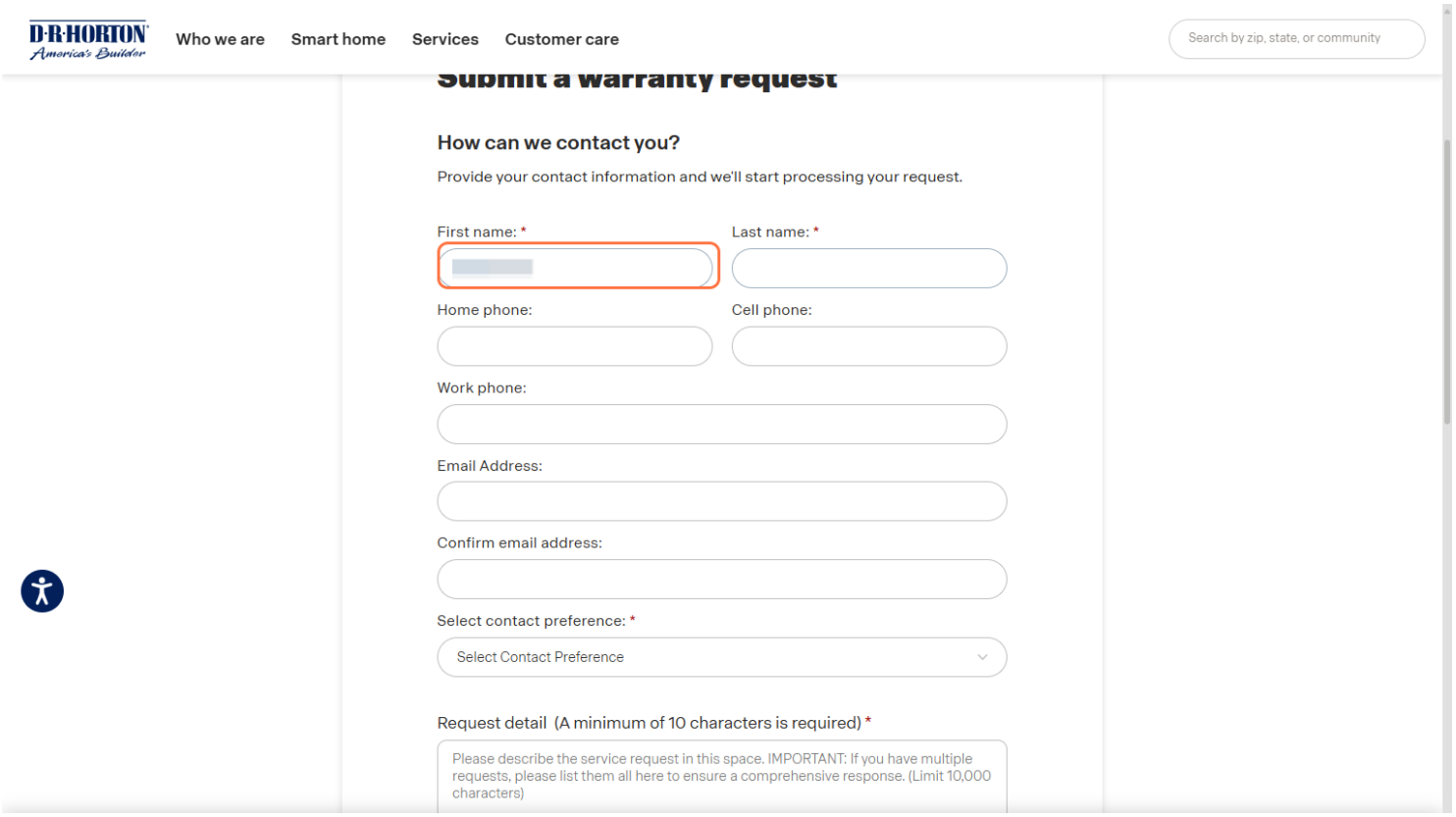


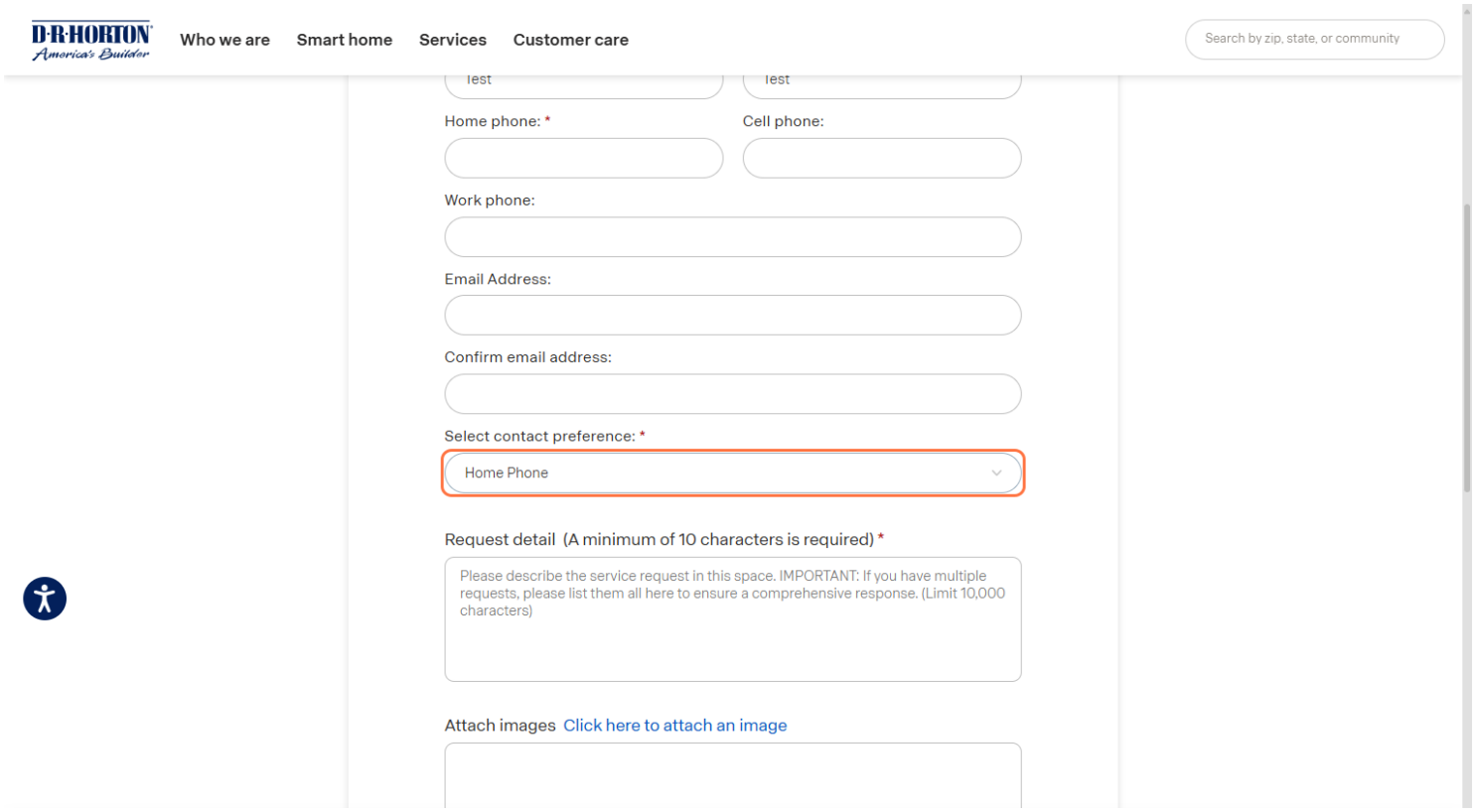


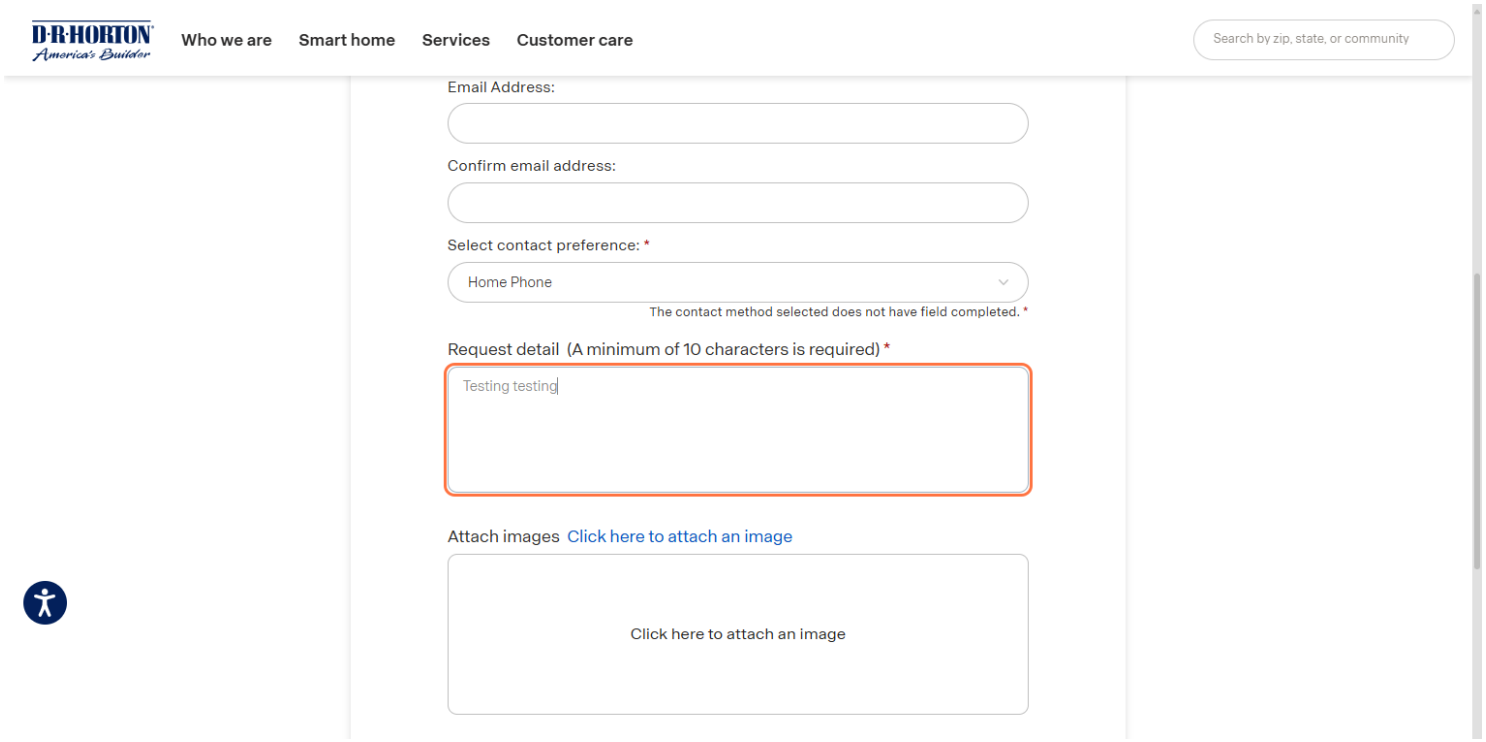
Next, enter your street address. As you type, you should see results automatically populate for potential address matches. Select your address from the list and click "Go". If your address is not found, complete typing of your address and click "Go".

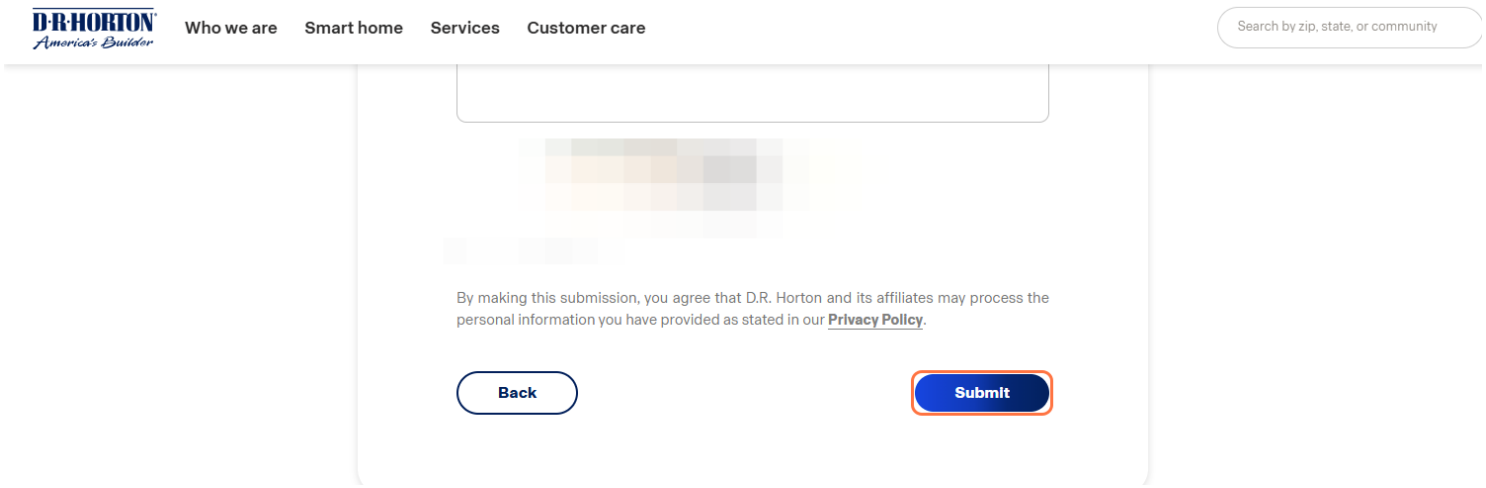


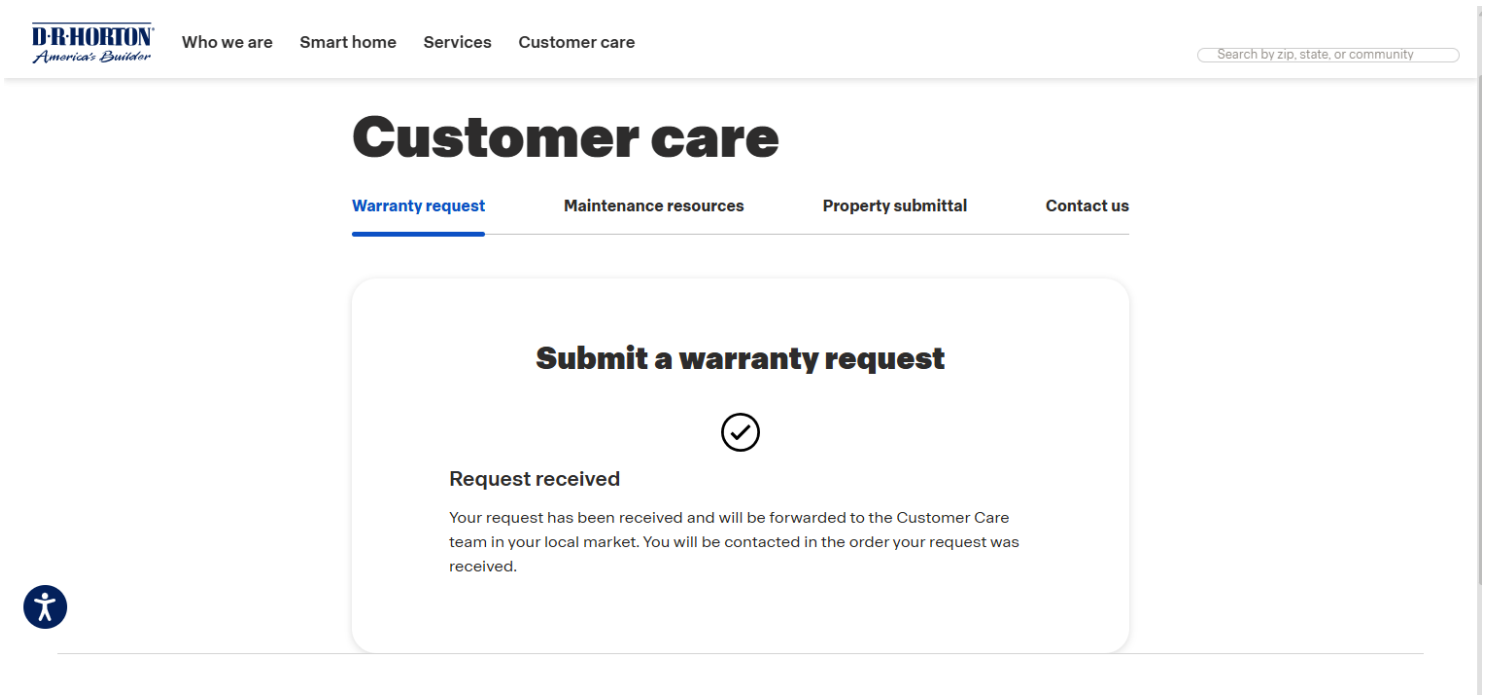



D·R·HORTON America's Builder
Who we are
Smart home
Services
Customer care
Search by zip, state, or community
Submit a warranty request
How can we contact you?
Provide your contact information and we'll start processing your request.
First name: *
Last name: *
Home phone:
Cell phone:
Work phone:
Email Address:
Confirm email address:
Select contact preference: *
Select Contact Preference
Request detail (A minimum of 10 characters is required) *
Please describe the service request in this space. IMPORTANT: If you have multiple requests, please list them all here to ensure a comprehensive response. (Limit 10,000 characters)


D·R·HORTON America's Builder
Who we are
Smart home
Services
Customer care
Search by zip, state, or community
Test
Test
Home phone: *
Cell phone:
Work phone:
Email Address:
Confirm email address:
Select contact preference: *
Home Phone
Request detail (A minimum of 10 characters is required) *
Please describe the service request in this space. IMPORTANT: If you have multiple requests, please list them all here to ensure a comprehensive response. (Limit 10,000 characters)
Attach images Click here to attach an image


Who we are
Smart home
Services
Customer care
Search by zip, state, or community
Email Address:
Confirm email address:
Select contact preference: *
Home Phone
The contact method selected does not have field completed. *
Request detail (A minimum of 10 characters is required) *
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Attach images Click here to attach an image
Click here to attach an image


Who we are
Smart home
Services
Customer care
Search by zip, state, or community
By making this submission, you agree that D.R. Horton and its affiliates may process the personal information you have provided as stated in our Privacy Policy.
Back
Submit


D·R·HORTON
America's Builder
Who we are
Smart home
Services
Customer care
Search by zip, state, or community
Customer care
Warranty request
Maintenance resources
Property submittal
Contact us
Submit a warranty request
Request received
Your request has been received and will be forwarded to the Customer Care team in your local market. You will be contacted in the order your request was received.

Use and Care of Your Home

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

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

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

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

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

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

We make every effort to keep our information current and accurate. However, if any detail in information conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with such coverage. By caring for your home attentively, you ensure your enjoyment for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

While we strive to build a defect free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. If this occurs, we will make the necessary corrections. In support of this commitment D.R. Horton provides you with a one-year limited warranty.

You will receive the signed Ten-Year Limited Warranty booklet at the closing of your new home. We suggest that you carefully read through this information as well as the service procedures that are discussed in this section of your manual. If you have any questions regarding the standards or procedures, please contact our office at wcflcustomerservice@drhorton.com .

For your protection, for accuracy, and for efficient operation of our service activities, non-emergency items must be reported in writing. We do not accept reports for routine warranty items over the phone.

Recommended Homeowner Maintenance Schedule

Item	Page	Monthly Interval (1 thru 6)					
		1	2	3	4	5	6
Air Filter-HVAC System	25	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)	30			Inspect			Inspect
Caulking – Interior (wet areas)	30			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter	58						Clean Out
Condensation Line – HVAC	32	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage	40						Inspect
Faucet Aerator	53			Clea			Clea
Fireplace Flue/Chimney	37						Inspect/Clean
Front Door Finish Metal/Fiberglass	33	Clean	Clean	Clea	Clean	Clean	Clea
Garage Doors	39			Lubricate			Lubricate/Inspect
Garbage Disposal	52	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clea	Flush/Clean
Gutters/Downspouts	42			Inspect/Clean			Inspect/Clean
HVAC System Check *	44						Inspect
Plumbing Drains	51			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter	58		Clean		Clean		Clea
Screens (doors & windows)	59			Inspect			Inspect/Clean
Smoke Detectors	57	Test	Test	Test	Test	Test	Test
Water Heater	58						Flus
Weep Holes	28						Inspect, Clean

Item	Page	Monthly Interval (7 thru 12)					
		7	8	9	10	11	12
Air Filter-HVAC System	25	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)	30			Inspect			Inspect
Caulking – Interior (wet areas)	30			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter	58						Clea
Condensation Line – HVAC	32	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage	40						Inspect
Faucet Aerator	53			Clea			Clea
Fireplace Flue/Chimney	37						Inspect/Clean
Front Door Finish Metal	33	Clea	Clean	Clea	Clean	Clean	Clean/Repaint
Garage Doors	39			Lubricate			Lubricate/Inspect
Garbage Disposal	52	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clea	Flush/Clean
Gutters/Downspouts	42			Inspect/Clean			Inspect/Clean
HVAC System Check *	44						Inspect
Plumbing Drains	51			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter	58		Clean		Clean		Clea
Screens (doors & windows)	59			Inspect			Inspect/Clean
Smoke Detectors	57	Test	Test	Test	Test	Test	Test
Water Heater	58						Flus
Weep Holes	28						Inspect, Clean

* Call a Licensed HVAC Contractor to service your Air Conditioning and Heating system at least once a year!

Air Conditioning/Heat Pump

Your home may be equipped with a Heat pump system or a traditional Air Conditioning system. A Heat Pump is designed to provide both Air Conditioning and Heating as needed. A Heat Pump system is also equipped with Auxiliary heating for additional heat or as a backup. A conventional Air Conditioner system only supplies cooling. If you have a conventional Air Conditioning system, please also refer to the section on Furnaces. The manufacturer's maintenance suggestions should be reviewed and followed. Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

Modifications

Do not tamper with or add to your air conditioning/heat pump system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the air conditioning/heat pump system will void your warranty. If any changes are made to the air conditioning/heat pump system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Whole House System

To utilize your air conditioning system fully and efficiently, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows. The heating and cooling system in your home is designed and sized using the Florida Energy Efficiency Code for Residential Construction. This is state regulated and all homes in Florida must meet these requirements. These requirements may also not be exceeded by more than 20%. A big part of the Air Conditioners job is to remove excess humidity from within the home. Units must be capable of maintaining a 17-degree temperature differential within the home from the outside temperature. On extremely hot days your system may not appear to be cooling as well since they are designed only to maintain this 17-degree differential. This is not a system failure!

Closed System

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

Time

Time is of paramount importance in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set a thermostat. For example, if you come home at 6:00 p.m. on a day when the temperature has reached 90°, and then set

your thermostat to 75°, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the entire day, the sun has been heating not only the air in the home, but the walls, the carpet, and the furniture.

At 6:00 p.m. the air conditioning unit's starts cooling the air, but the walls, carpet and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet and furniture; you may well have lost patience.

Evening Cooling

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature throughout the day.

The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60° will not cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended usage under these conditions can damage the unit and is not warranted.

Adjust Vents

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

Humidifier

If you have a humidifier being used in your home, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Homeowner General Maintenance

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every thirty (30) days or as need ed. In areas with heavy dust, more frequent changes may be in order.

Fresh filters can significantly reduce operating costs and will prolong the life of your system. You must place all panels back securely in their place or the system will not operate properly, or not at all.

While using your air conditioning system, every thirty (30) days pour one cup of warm water down the condensate line to flush the drain line. This keeps the condensate line free from obstruction and minimizes the chances of it backing into your home.

D.R. Horton recommends an inspection by a heating professional every year. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest. Keep all vents and registers clean and free of dust, cobwebs, and debris. Keep plants and grass trimmed well away from the outdoor unit and from the opening end of the condensation line extending from the exterior of your home.

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

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

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

Service Calls
All questions and requests for warranty service on your heating and air conditioning system should be directed to our Customer Service Department at www.drhorton.com or (866) 683-1792. Even after you D.R. Horton Limited Warranty expires; we suggest that you continue to contact your original contractor. (See "Neighborhood Information" section of this manual), who will have the plans and specifications necessary to address your service needs.

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

Insufficient Cooling
Please refer to the Conditions, Exclusions and Warranty Standards set forth in your Ten-Year Limited Warranty booklet.

Appliances

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

Manufacturer Service
If a problem arises with an appliance, you must contact your appliance company directly. These companies have specialized technicians that will handle their own warranty/service. Identify yourself as a D.R. Horton Homeowner.

- Frigidaire/Electrolux: (888) 307-2326

- Whirlpool: (844) 946-0002
  - Whirlpool suggest that you register your appliances, either through calling (800) 253-1301 or via their site – Welcome to whirlpool customer care / Whirlpool

When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

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

- a description of the problem.

Registration

Mail warranty registration cards directly to the manufacturer or register online.

Appliance Warranties

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

Attic Access

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

Brass

Brass fixtures such as plumbing hardware, towel rings and bars, doorknobs and exterior light fixtures are factory treated with a clear protective coating, electrostatically applied, to provide beauty and durability. Atmospheric conditions, direct sunlight, caustic agents (such as paints) or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration.

Cleaning

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

Tarnish

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

Corrosion

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

Brick

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

Tuck-pointing

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

Weep Holes

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

Settlement Cracks

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

Color Variations

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

Hinges

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

Moisture

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

Separations

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

Warping

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

Wood Grain

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

Cabinets

CARE & MAINTENANCE

Clean regularly with a damp cloth and soapy water, and then wipe with a clean dry cloth. Laminate cleaners and non-abrasive surface cleaners may also be utilized for more stubborn spots and marks. Cleaners with acetone, ethyl alcohol or mineral oils should not be used. Always avoid using abrasive cleaners and pads because they can permanently scratch the surface of your cabinets. **Do not wax or polish surfaces**.

When using the self-cleaning feature on your oven, be sure to open all cabinet doors and drawers on either side of the oven. This measure will prevent any damage that may be caused by the heat of the oven. There is no warranty for heat damage caused by ovens, candles, or any other excessive heat sources

Carpet

Please see "Pets and Floor Coverings" section of this manual.

Cleaning

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

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

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

Carpet Seams

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

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Caulking

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

Latex Caulk

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

Silicone Caulk

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

Wet Areas

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

Ceramic Tile

Please see "Pets and Floor Coverings" section of this manual.

Cleaning

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

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

Grout Discoloration

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

Separations

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

Sealing Grout

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

Concrete

Foundation

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. Unless cracks exceed 1/8" in width they are not covered by the Limited Warranty.

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

Concrete Slab

The concrete slab in your home has been designed and installed in accordance with the recommendations of our consulting engineer. Even though the slab has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop. Unless the cracks are significant enough to affect the finished floor appearance they are usually not of concern. If cracks develop within the area designed as living space and exceed 1/4" in width or vertical displacement, they are not covered by the Limited Warranty.

Flatwork

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

Cracks in Flatwork

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. Cracks that do not exceed 1/4" are not covered by the limited homeowner warranty. When cracks are covered, the repair provided is sealing the crack. **Concrete is not replaced due to cracking.**

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

Expansion Joints

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

Heavy Vehicles

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

Spalling

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

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

Sweeping /Cleaning

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

Settling or Heaving of Flatwork

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

Concrete Flatwork

Concrete flatwork is in essence a "floating slab" – it is not attached to your home's

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

Condensation

Condensation on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer's directions, especially during periods of cooler temperatures. Please see the section on "Mold & Mildew" in this manual as well as the "Mold Disclosure" in your contract for further information.

Counter Tops

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

Granite Countertops

It is highly recommended to clean/seal your countertop immediately as it is porous material and can stain.

Caulking

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

Cleaning

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

Mats

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

Wax

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

Quartz Countertops

Be careful whenever placing things on their top as Quartz is easily scratchable.
You are advised to use matts for any wet or hot cups, plates, dishes, or oily things (for example a box of brand-new pizza) in order for the material to not get stained.

A standard Quartz top cleaner, it works extremely well.

Other than that, Quartz is super durable so if they treat it and clean it properly it should be fine for years to come

Doors and Locks

The doors installed in your home are typically steel, fiberglass and wood products subject to the natural characteristics of each material such as shrinkage and warping. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments from time to time by the homeowner. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow this with painting that is a homeowner responsibility.

Bi-fold Doors
Interior bifold will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience. This is considered homeowner maintenance.

Door Adjustments
Due to normal settling of the home, doors may require minor adjustments for proper fit. It is a homeowner's responsibility to touch up paint and make these minor adjustments.

Exterior Finish
To ensure longer life for your exterior doors, plan to repaint them at least once a year.

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

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

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

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

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

Sticking
The most common cause of a sticking door is the natural expansion of lumber due to

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

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

Warping

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

Weather Stripping

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

Drywall

Slight cracking, nail "pops" or seams may become visible in walls and ceilings. These are caused by the normal shrinkage of the wood and normal deflection of rafters to which the drywall is attached. The standards used to judge the appearance acceptability for drywall has been established by the National Association of Home Builders. It states, "Any such blemishes that are readily visible from a distance of 6 feet under normal lighting conditions are unacceptable." D.R. Horton will repair such blemishes only once during the warranty period. D.R. Horton will touch up the paint in the repaired areas, however, an exact match between original and new paint cannot be expected.

Repairs

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

Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off they control all the electrical power to the home.

In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel.

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

Breakers

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

Outlets

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFCI). It may also be necessary to check the main breaker as well as another appliance.

Breaker Tripping

Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

Buzzing

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

Flickering Lights

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

GFCI (Ground Fault Circuit Interrupter)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an indoor circuit breaker. Installation of these receptacles is required by building codes. Heavy appliances such as refrigerators, freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI controlled outlet because it is likely that the GFCI will trip and ruin the contents.

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

Grounded System

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

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

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

If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFCI breakers.

Modifications
Do not tamper with or add to your electrical system. For any modification that is needed, contact an electrical contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the electrical system will void your warranty. If any changes are made to the electrical system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

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

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

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

Expansion and Contraction

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

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

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

Garage Overhead Door

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

Thirty (30) Weight Oil

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

Lock

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

Opener

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

Painting

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

Safety

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

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

Sag

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

Wax

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

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

Gas Shut-Off

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

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage. Each property has been graded per county approved drainage engineering and is inspected by the local building authorities as well as D.R. Horton. It is your responsibility, as the homeowner, to maintain the drainage as established at the time of your closing. Keep earth from direct contact with wood to reduce the chance of termite infestation.

Positive Drainage

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

Roof Water

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

Rototilling

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

Backfill Settlement

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

Erosion

D.R. Horton is not responsible for weather related damage to yards after the closing date.

New Sod

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

Recommendations

D.R. Horton will inspect problems in writing during the one-year limited warranty period and advise you as to corrective actions.

Swales

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

Under Concrete

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

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

Watering
Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance.

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

During periods of frequent rains, watering should be limited, and/or stopped as necessary and monitored closely. The rule for drainage is; "water should dissipate from areas in immediate location to the home within 24 hours after a normal rain and within 48 hours after a rain in swales that are designed for drainage purposes." After a period of abnormally heavy rains, or daily rains, it may take longer for the water to dissipate in these areas. D.R. Horton does not assume liability for drainage or soggy ground when sprinklers are used during periods of frequent rain.

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

Gutters and Downspouts (if you install)

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

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

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

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

Free from Debris

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

Overflow

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

Downspouts

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

Hardware

Doorknobs and Locks

Doorknobs and locks should operate correctly. Some slight adjustments may be needed due to normal shrinkage of the framing. These adjustments will be done by D.R. Horton during the first year of ownership. (This process is performed most effectively after your home has gone through
one full season of use).

Hinges

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

Hinges without removable hinge pins, such as cabinets and house-to-garage doors can be lubricated with oil-based lubricants, such as WD-40. It is recommended that a very small amount of oil is used; then work the door back and forth and wipe away all excess oil.

Heat Pump/Furnace

Good maintenance of the Heat Pump or furnace can save energy dollars as well as prolong the life of the HVAC system itself. Carefully read and follow the manufacturer's literature on use and care. The guidelines here include general information.

Modifications

Do not tamper with or add to your Heat Pump/Furnace system. For any modification that is needed, contact an HVAC contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the Heat Pump/Furnace system will void your warranty. If any changes are made to the Heat Pump/Furnace system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. In a two-story home, with one Heat Pump or furnace, the heat flow can be balanced by restricting the registers in the top story and opening the registers on the lower story. Rooms farther away from the Heat Pump or furnace will usually need to have their vents opened more. This is an individual matter, and you will need to balance the system for your family.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Filters

Remember to change or clean the filter every month. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

Furnished Home

The heating system design was planned with a furnished home in mind. For example,

draperies, blinds, screens and the like will contribute to the efficiency of your system. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler to you than you would expect.

Odor

The heating system typically emits an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and cold air returns.

Temperature

Normal temperature variations from floor to floor (depending upon the style of home) can be as much as 10˚ or more on extremely cold days. The Heat Pump or furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

Trial Run

Have a trial run early in the fall to test the Heat Pump or furnace. (The same rule applies to air conditioners in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season. The breaker for the HVAC system blower is in the Main breaker box.

Thermostats

The HVAC system will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the HVAC system is on, setting the thermostat to a higher temperature will not heat the home any faster.

Duct Placement

The exact placement of heating ducts will vary from those positions shown in similar floor plans or in the model homes.

Building Codes

HVAC systems will be installed in accordance with local building codes, as well as engineering designs of the home. The Florida Energy Efficiency Code for Building Construction specifies the minimum and maximum requirements for each home and is state mandated.

Insulation

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

Building Codes

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

Landscaping

Additions

Prior to the installation of patio additions or other personal improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition. You are responsible for maintaining the drainage that has been set up for your lot and

accepted by the county.

Backfill

In some cases, the area around your foundation may have been backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the foundation. This can cause potentially severe problems such as cracks in the foundation walls and floor slab movement. Avoid this problem through proper installation of landscaping and good maintenance of drainage patterns. See also "Grading and Drainage" section of this manual.

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

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

Bark or Rock Beds

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock, or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Irrigation

Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis. Irrigation heads are not warranted after 30 days of COE.

Planting

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

Requirements

Check with your local building department, your Architectural Control Committee, and your Homeowners Association, if applicable, prior to designing, installing, or changing landscaping for any regulations you may be required to follow.

Utility Lines

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

Waiting to Landscape

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

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

Drainage
Always maintain a proper slope away from your home to maintain efficient drainage. See "Grading and Drainage" section of this manual for additional information.

Mirrors

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

Mold and Mildew

While some types of molds may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time, will cause health problems in anyone. That simply is not the case. Everyone is exposed to mold daily. It is even in the air we breathe. Exposure to some types of molds may cause varying health concerns but the most common types of mold are generally not hazardous.

Mold: Molds are fungi that occur naturally in the environment and are found both indoors and outdoors in varying concentrations. To grow, mold requires (1) a food source (or "growth medium") -which may be any number of common household items or building materials (such as carpet, fabric, drywall, wood, etc.), (2) a temperate climate, between 40°P and 100°P and (3) moisture. If the growing conditions are right, mold can easily occur in your home.

Moisture is the only mold growth factor that can be controlled in a residential setting. Excessive moisture in the home can have many causes, including poor ventilation, high humidity, water intrusion, spills, leaks, overflows, and condensation. Residential home construction is not, and cannot be, designed or built to exclude all the conditions needed for mold to grow and spread. Good housekeeping and home maintenance practices by Buyer after closing are essential to control excessive moisture levels and mold growth, because if moisture can remain, mold can develop within 24 to 48 hours. Steps to be taken in this regard include:

- Indoor humidity levels should be kept below 40% and adequate ventilation should be maintained. Some recommendations include using the air conditioning and/or a dehumidifier during humid months, ventilating kitchens, and bathrooms by opening windows or running exhaust fans and maintaining and properly servicing your air conditioning and ventilation systems.
- Before bringing any item into the home that may have been stored in a damp location (such as potted plants, furnishings, stored clothing and bedding, etc.) perform

a visual check for signs of mold; avoid storing organic material in damp locations;

- Regularly vacuum, dust, and clean. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth.
- Inspect regularly for signs of leaks or water intrusion such as discoloration or wet spots and take notice of musty odors or any visible signs of mold. Inspect and clean condensation pans for refrigerators, air conditioners and other appliances frequently.
- Promptly clean up and thoroughly dry spills, condensation, and other sources of moisture. Replace any materials that cannot be properly and thoroughly dried, such as drywall, insulation, carpets, and upholstery.
- In severe cases involving flooding or other significant accumulation of moisture the homeowner should contact a qualified professional.
- Individuals with health issues who are prone to the effects of mold should limit exposure to problem areas of the home where humid, wet conditions dominate.
- Seek to prevent water intrusion into the home by regular caulking and painting and maintaining the appropriate grade to allow water to drain away from the house. Keep irrigation systems the proper distance from the home.
- Should mold develop, small areas can be thoroughly cleaned with a mild bleach solution. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional.

If mold does develop in your home, please review the terms of your homeowner's insurance policy as the losses arising from such a condition may be covered by the terms of that document.

Consequences of Mold.

All mold is not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons, and a limited number of mold strains are believed to be hazardous in certain concentrations (such as Stachybotrys atra). Individuals with weakened immune systems or respiratory diseases such as asthma may be subject to special risks.

The most common symptoms of exposure to mold are allergic reactions such as skin irritation, watery eyes, runny noses, coughing, sneezing, congestion, sore throats, and headaches. While some experts contend that mold exposure causes serious symptoms and diseases which may even be life threatening, there is currently no consensus among medical experts regarding (1) the level of mold exposure necessary to cause adverse health effects and (2) the exact nature and extent of the potential health problems associated with such exposure. The Center for Disease Control has stated that a there is no proven causal link between the presence of hazardous mold and the emergence of serious health conditions.

Exterior surfaces will develop mold or mildew – this is a homeowner maintenance issue and is not covered by the limited warranty nor is it a health concern.

Mold growth can be attributed to the following factors:

- Moisture – water leaks, high humidity
- Nutrients – cellulose-based materials
- Fungal spores – mold spores

- Temperature - 50°F to 100°F
- Time – mold growth will occur within 24 – 48 hours

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

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

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

If you suspect a water leak:

- Turn off the water either under the cabinets or the main water line that is generally located at the front left or right property line about 10 feet from the street.
- Clean up any standing water.
- Contact the D.R. Horton Customer Service Department at www.drhorton.com .

Mold will not destroy a house, but it can make it look, feel, and smell bad if left undetected even for a short period of time. Checking items on a regular basis is the responsibility of the homeowner and DRH can not beheld responsible for items neglected.

Please notify D.R. Horton in a quick and timely manner so we can eliminate the spread of mold and ensure your investment and quality of life are not compromised.

Paint and Stain

Interior

The interior woodwork has been painted with a latex enamel that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up. Do not use soaps, abrasive cleansers, scouring pads or brushes.

Exterior

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

Fading

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

Maintenance

When you wish to repaint exterior woodwork on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded, and spotted with primer. The entire area can then be repainted. Be certain to apply a top-quality exterior paint that has been formulated for local climate conditions.

Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, mold/mildew, and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

Severe Weather

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

Stain

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

Touch-Up

When doing paint touch-up, use a small brush and apply paint only to the damaged area. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Do not scrub the walls with excessive pressure; do this very gently.

Wall Cracks

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

Phone Jacks

Each home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service and/or moving phone outlets is the homeowner's responsibility.

Plumbing

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

Modifications

Do not tamper with or add to your plumbing system. For any modification that is needed, contact a plumbing contractor that is listed on your "Neighborhood Information" section of this manual. Tampering with the plumbing system will void your warranty. If any changes are made to the plumbing system, we must assume that any warranty issues that arise are the result of the changes made and the responsibility will fall on the person or contractor who made the changes.

Debris in Pipes

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they encounter foreign matter. Any tampering or alterations to the plumbing will be considered the cause of the debris in the pipes and will not be covered by the limited warranty. See "Dripping Faucets" section of this manual for additional information.

Care and Cleaning

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

Clogs

Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If hot water is

used, the grease remains a liquid and then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Any charges for sending the plumber to unclog a drain that have been caused by the homeowner will be the homeowner's responsibility to pay.

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

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

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

Dripping Faucets

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

Freezing Pipes

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

Garbage Disposal

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

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

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

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

Always verify that the disposal unit switch on the wall is in the "off" position before

attempting a repair yourself.

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

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

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

Laundry Tub

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

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home; then contact the appropriate plumbing contractor. If possible, the water should be gotten up a quickly as possible. Any delays in contacting D.R. Horton or allowing water to stand will reduce our liability for repairs.

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

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

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

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

Low Pressure

It will occasionally be necessary to remove and clean the aerators on faucets to allow the proper flow of water; normally every three or four months is sufficient.

Marble or Man-made Marble

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

Exterior Faucets

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

Porcelain

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

Running Toilets

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

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

Stainless Steel

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

Tank/Bowl Care

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak.

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

Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets tend to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet.

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

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

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

Toilet Seat Cover

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

Roof

Clean Gutters (if applicable)

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

Leaks

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

Limit Walking

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

Severe Weather

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

Siding

Caulking

All caulking shrinks and replacement would be a homeowner maintenance item. Separation at the joints in the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 1/4 of an inch. Siding, trim and masonry must be capable of excluding the elements. D.R. Horton will correct if necessary.

Also see "Paint and Stain" section and "Wood Trim" on section.

Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your smoke detectors. Maintain fresh fully charged batteries.

Cleaning

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

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

Sod – your grass

BAHIA :

A newly planted lawn should not be fertilized until 30–60 days after planting. Because the root system is not developed on new plantings, fertilizing before this can result in nutrient leaching or runoff and potential pollution of ground or surface waters. Waiting to fertilize will not affect turf health or establishment. The lawn should not be mowed until the roots have had a chance to peg down into the soil, generally 14–21 days after planting. Pegging means that the sod cannot be lifted without appreciable force. To keep it green and growing, water is needed when leaf blades begin to fold up, wilt, or turn blue-gray in color, or when footprints remain visible after walking on the grass. Apply ½–¾ inch of water per application. This applies water to roughly the top 8 inches of soil where most of the roots are. Be sure to follow any local watering restrictions. Bahia grass can generally recover from severe drought injury soon after receiving water from either rain or irrigation.

ST. AUGUSTINE FLORATAM:

It is *imperative* that you seek a professional lawn maintenance company to apply any pesticides or fertilizer required for your new lawn.

St. Augustine grass is widely adapted to the warm, humid (subtropical) regions of the world. In Florida, St. Augustine is the most planted turf grass in the urban, coastal areas. It performs best in well-drained, fertile soils but can grow satisfactorily in a wide variety of soils. To produce an acceptable quality lawn, St. Augustine requires irrigation and moderate fertility.

Advantages

St. Augustine produces a green to blue-green dense turf that is well adapted to most soils

and climatic regions in Florida. It has relatively good salt tolerance and certain cultivars possess good shade tolerance. Establishment of St. Augustine from sod is quick and easy. Several different cultivars of St. Augustine sod and plugs are available from garden centers and custom sod installers throughout Florida.

Disadvantages

St. Augustine, like most turf grasses, has certain cultural and pest problems. It does not remain green during drought conditions without supplemental irrigation. It produces excessive thatch under moderate to high fertility and frequent irrigation. It has poor wear tolerance, and some varieties are susceptible to cold damage. The coarse leaf texture is objectionable to some people. The major insect pest of St. Augustine grass is the chinch bug, although resistance to chinch bugs varies somewhat among cultivars.

Water St. Augustine 30- 35 mins rotors, 20-25 mins sprays twice daily for 14 days, then once per day until rooted. For heavily shaded areas with St. Augustine please water once per day in the morning, rotors 40 minutes, sprays 20 minutes, and adjust if needed. Lawn can be cut only when rooted, about 2 weeks after install, insecticide and fungicide must be applied within five business days following turf installation and a second application fifteen days following the first application. Contact your pest control company, as each company seems to have different protocols. We suggest potash, insecticide & fungicide.

It is important to provide irrigation on the correct schedule when grass is newly planted. After this, frequency should be reduced to 2–3 times weekly. Three to four weeks after sodding, the grass should be fully established, and irrigation can begin on an as-needed basis. It should be mowed to a height of 3.5-4 inches.

A newly planted lawn should not be fertilized until 30–60 days after planting. Because the root system is not developed on new plantings, fertilizing before this can result in nutrient leaching or runoff and potential pollution of ground or surface waters. Sod is generally fertilized prior to harvest and does not need supplemental nutrients for this time, so the delay in fertilizing will not affect turf health or establishment. The lawn should not be mowed until the roots have had a chance to peg down into the soil, generally 14-21 days after planting. Pegging means that the sod cannot be lifted without appreciable force. Proper lawn maintenance practices are the best means for avoiding pest or stress problems and for maintaining a healthy lawn. St. Augustine grass requires inputs of fertilizer to maintain good cover and healthy growth characteristics. During certain times of the year, it generally requires supplemental irrigation. Pesticides may be needed. Consult your spray company.

<u>BITTER BLUE & PALMETTO:</u>

Bitter blue has a relatively fine, dense texture and dark blue-green color. It has good cold and shade tolerance and is well adapted for use throughout the state. It should be mowed to a height of 3.5–4 inches. Same treatment applies to Bitter Blue & Palmetto as Floratam

DO NOT ALLOW IRRIGATION TO RUN WITH EXCESSIVE RAINFALL; TOO MUCH WATER WILL PROMOTE FUNGUS, this applies to all sod types.

Mowing

Proper mowing practices are necessary to keep any lawn healthy and attractive. Under high levels of management, St. Augustine can be maintained at 2 inches if the lawn is mowed at least weekly during the growing season. Mowing at this height and frequency requires more fertilizer and water to maintain an attractive lawn. Under moderate or low levels of management, St. Augustine should be cut at a height of 3 to 4 inches. To obtain this height with most home rotary lawn mowers, the highest wheel height setting should be used. This height will help the grass develop a deep root system and give a better appearance to the turf. Mowing frequency under moderate or low management should be adjusted to the amount of growth. No more than one-third of the leaf blades should be removed with any mowing. Low mowing heights can cause problems in turf quality. Repetitive low mowing reduces the density and vigor of St. Augustine and can lead to weed problems. The mowing height should be increased to 4 inches during periods of moisture stress or if the grass is growing in shade.

Either a rotary or reel mower can be used on St. Augustine. It is important to keep the blades sharp and well-adjusted to get a clean cut. Dull blades will give the lawn a brownish cast, because a ragged cut shreds the leaf blades rather than cutting them. During the growing season blades should be sharpened monthly.

Grass clippings can be left on a lawn that is mowed at the proper height and frequency. Under these conditions, clippings do not contribute to the thatch layer. Clippings should be left on lawns maintained with low to moderate fertility levels to help recycle nutrients.

Fertilization

Maintaining a good quality lawn requires a properly planned fertility program. An acceptable quality St. Augustine lawn can be grown with a low to high level of fertility, depending on what the homeowner wants.

In general, two weeks following spring re-growth, apply a complete fertilizer such as 16-4-8 at the rate of ½ (water-soluble) to 1 (slow-release) pound of nitrogen per 1000 square feet. The three numbers refer to percent nitrogen, phosphorous, and potassium, respectively, in the bag.

Fertilizer should be applied to St. Augustine in 2 to 6 applications from spring green-up through fall. Do not apply nitrogen too early in the growing season, particularly in north Florida, or subsequent frosts may damage the grass. Likewise, don't fertilize too late in the year, as this can slow re-growth the following spring. If applying water-soluble forms at

the lower application rate, it will take more applications to apply the total amount of fertilizer needed for the year than if applying a slow-release form.

Watering

The best way to irrigate an established lawn is on an as-needed basis. Grass blades will begin to wilt as the moisture begins to be depleted in the soil. If 30 to 50% of the lawn shows signs of slight wilting, it is time to irrigate with ¾ - 1" of water. The turf will fully recover within 24 hours. The turf should not be watered again until it shows signs of wilting. This irrigation schedule works for any soil type and environmental condition. Proper watering will also help develop a deep root system and be less susceptible to damage by pest and environmental stresses. If the diseases brown patch or gray leaf spot are a continuous problem, excessive watering and nitrogen fertilization may be responsible. Certain weeds (like pennywort and nutsedge) also thrive in soils which are continuously wet. Regulate these management practices closely to reduce disease and weed severity.

Apply enough water to rewet the soil root zone and then wait until the turf shows signs of drought (e.g., wilting) again before the next irrigation (usually every 7 to 14 days in winter, 3 to 4 days in April-May, depending on soil type and maintenance practices). For most Florida soils, no more than ¾ inch of water is necessary to rewet the upper 8 to 12 inches of the soil profile, which is where most of the roots are.

Weeds

The best approach to weed control is a healthy, vigorous lawn. Weed problems in a lawn indicate that the turf has been weakened by improper management practices or damage from pests. Proper management practices can eliminate most weed problems. If weeds are a persistent problem, herbicides labeled specifically for St. Augustine should be used. If an herbicide is needed, apply preemergence herbicides (i.e., pendimethalin, benefin, bensulide, atrazine, or others) to control crabgrass if it was present in previous years. Timing is critical for successful control. Note: Preemergence herbicides will not control weeds which are actively growing.

Apply postemergence herbicides (e.g., atrazine) in May as needed for control of summer annual and perennial broadleaf or grassy weeds. Do not apply these materials if the turf is under moisture stress, or if air temperatures exceed 85˚F.

Insects

The major pest of St. Augustine is chinch bugs. These are foliar feeding insects that suck plant juices through a needle-like beak, resulting in yellowish to brownish patches in turf. Injured areas are usually first noticed, as the weather begins to warm, along sidewalks adjacent to buildings and in other water stressed areas where the grass is in full sun. In

areas where chinch bugs are a serious problem, a single thorough insecticide treatment may offer only temporary control. Therefore, repeat applications may be required. High levels of nitrogen fertilizer encourage insect problems.

Diseases

Brown patch and gray leaf spot are the two major disease problems of St. Augustine. Brown patch occurs in warm, humid weather and is encouraged by excessive nitrogen. Brown patch is generally most noticeable during spring and fall months. Gray leaf spot occurs during the summer rainy season and is primarily a problem on new growth. Both

diseases can be controlled with fungicides. Refer to the chapter on diseases for additional information.

Stucco

Cracking and settling is expected and acceptable and does not compromise the building envelope or structure of your home. Color Wheel Paint recommends visual inspections of the interior and exterior of your new home every month for the first 12 months, and then every six months for the lifetime of your home.

Stucco Cracks

Cracks exceeding 1/8" are not acceptable and may be repaired by the builder upon evaluation. However, the repair will be noticeable. Please refer to your Limited Warranty for guidelines and warranty coverage.

If you discover a stucco crack less than 1/8" follow these steps to fix it:

First, clean out any debris that may be lodged inside the crack with the tip of a screwdriver or an old paint brush or toothbrush.

Fill crack with elastomeric patching compound, available at Color Wheel Paint, working the material in and leaving an overlap of ½" on either side of the crack.

Allow the surface to dry for 24 hours.

Check to see if crack is completely covered. If not, apply a second coat of elastomeric patching compound. Once covered, prime with 1252 Quick Cure Acrylic Conditioner. Let dry, then repaint.

Vents

Attic

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

Range Hood

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

Dryer Vent

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

Water Heater

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

Electric Water Heaters

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

Temperature
Set the water heater thermostat at the recommended setting, higher settings waste energy. The recommended thermostat setting for normal everyday use is "120 degrees" on electric models.

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

Windows, Screens, and Patio Doors

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

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

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

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

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

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

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

Storing Screens
Many homeowners remove and store screens for the winter to allow more light into the

home. Use caution in removing screens. They are easily perforated, and the frames bend if

not handled with care. D.R. Horton does not recommend the removal of screens.

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

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

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

Wood Trim

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

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

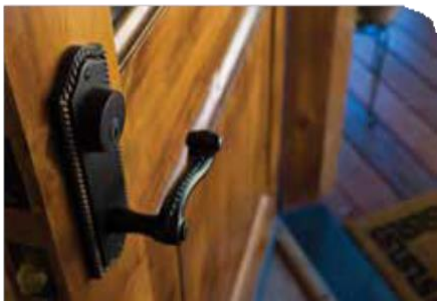
Shrinkage may also cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from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

Shrinkage may occur during the first two years or longer depending on weather, the temperature you maintain in your home, and whether you have a humidifier.

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

THE LIMITED WARRANTY

10 YEAR WRITTEN WARRANTY FOR NEW HOMES







RWC LLC®

10 Year New Home Warranties

This Limited Warranty does not cover consequential or incidental damages. The Warrantor's total aggregate liability of this Limited Warranty is limited to the Final Sales Price listed on the Application For Warranty form.

The Builder makes no housing merchant implied warranty or any other warranties, express or implied, in connection with the attached sales contract or the warranted Home, and all such warranties are excluded, except as expressly provided in this Limited Warranty. There are no warranties which extend beyond the face of this Limited Warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages by the Builder so all of the limitations or exclusions of this Limited Warranty may not apply to you.

Warranty Confirmation

Your Warranty consists of your Limited Warranty book and your Warranty Confirmation. AFTER 60 days from your closing, you may obtain your Warranty Confirmation at confirm.rwcwarranty.com. You do not have a warranty without the Warranty Confirmation. If you do not have access to the Internet, please contact the plan Administrator to obtain your Limited Warranty book and Warranty Confirmation.

For your Limited Warranty to be in effect, you should receive the following documentation:
Limited Warranty #319 • Application For Warranty form #316 (Refer to I.B.3. for applicability) • Warranty Confirmation

Insurer: Western Pacific Mutual Insurance Company, A Risk Retention Group

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RESIDENTIAL WARRANTY COMPANY, LLC





Dear Home Buyer,

Congratulations on the purchase of your new Home. This is probably one of the largest, most important investments you've ever made and we wish you many years of enjoyment. You've chosen a Home built by a leading Builder which includes the RWC Limited Warranty, assurance that your investment is well protected. This book explains the Limited Warranty in its entirety, and we encourage you to take time to READ IT CAREFULLY.

This Limited Warranty provides you with protection in accordance with this warranty book for ten full years of Home ownership. During the first two years, your Builder is responsible for specified warranty obligations. In the unlikely event your Builder is unable or unwilling to perform, the Warranty is provided subject to the conditions, terms and exclusions listed. For the remaining eight years, your Warranty applies to Major Structural Defects as defined in this book.

This is not a warranty service contract, but a written ten year limited warranty which your Builder has elected to provide with your Home.

Take time now to read this book. Familiarize yourself with the Warranty and its limitations. Contact your Builder regarding specific construction standards and how they apply to your Home.

Again, congratulations and enjoy your new Home!

Very truly yours,
Residential Warranty Company, LLC

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Residential Warranty Company, LLC
5300 Derry Street, Harrisburg, PA 17111
717-561-4480

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SECTION I.

A. Introduction

To help you better understand your Limited Warranty, refer to the following list of definitions which apply in this book.

B. Definitions*

1. **Administrator**
   Residential Warranty Company, LLC (RWC) is the Administrator of this Limited Warranty. RWC is neither Warrantor nor Insurer.
2. **Appliances and Items of Equipment, including Attachments and Appurtenances**
   Water heaters, pumps, stoves, refrigerators, compactors, garbage disposals, ranges, dishwashers, washers and dryers, bathtubs, sinks, commodes, faucets, light fixtures, switches, outlets, thermostats, furnaces and oil tanks, humidifiers, oil purifiers, air conditioning materials, in-house sprinkler systems and similar items.
3. **Application For Warranty**
   The form signed at closing by you, the Purchaser, and your Builder which identifies the location, the Effective Date Of Warranty and the Final Sales Price of the enrolled Home. If the Builder is participating in the RWC electronic enrollment process, the Application for Warranty form is eliminated. This information will be included on your Warranty Confirmation.
4. **Arbitrator**
   The person appointed by the independent arbitration service to resolve an Unresolved Warranty Issue.
5. **Builder**
   The person, corporation, partnership or other entity which participates in the RWC Limited Warranty Program and has obtained this Limited Warranty for you.
6. **Consequential Damages**
   All consequential damages including, but not limited to, damage to the Home that is caused by a warranted Defect but is not itself a warranted Defect and costs of shelter, transportation, food, moving, storage or other incidental expenses related to relocation during repairs.
7. **Cooling, Ventilating and Heating Systems**
   All ductwork, refrigerant lines, steam and water pipes, registers, convectors and dampers.
8. **Defect**
   A condition of any item warranted by this Limited Warranty which exceeds the allowable tolerance specified in this Limited Warranty. Failure to complete construction of the Home or any portion of the Home, in whole or in part, is not considered a Defect.
9. **Effective Date Of Warranty**
   The date coverage begins as specified on the Application for Warranty form or on your Warranty Confirmation if your Builder is participating in the electronic enrollment process.*
10. **Electrical Systems**
    All wiring, electrical boxes and connections up to the house side of the meter base.



11. **Home**
    The single family dwelling, identified on the Application For Warranty form, which may be a townhome, condominium or duplex.
12. **Insurer**
    Western Pacific Mutual Insurance Company, a Risk Retention Group (WPMIC), located at 9265 Madras Ct, Littleton, CO 80130, phone: 303-263-0311. *(Refer to Section IV. for instructions on requesting warranty performance.)*
13. **Limited Warranty**
    The terms and conditions contained in this book including any applicable addenda.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

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DEFINITIONS



SECTION I.

14. Major Structural Defects (MSD)

All of the following conditions must be met to constitute a Major Structural Defect:*

a. actual physical damage to one or more of the following specified load-bearing components of the Home;
b. causing the failure of the specific major structural components; and
c. which affects its load-bearing function to the degree that it materially affects the physical safety of the occupants of the Home.

Load-bearing components of the Home deemed to have MSD potential:

(1) roof framing members (rafters and trusses);
(2) floor framing members (joists and trusses);
(3) bearing walls;
(4) columns;
(5) lintels (other than lintels supporting veneers);
(6) girders;
(7) load-bearing beams; and
(8) foundation systems and footings.

Examples of non-load-bearing elements deemed not to have Major Structural Defect potential:

(1) non-load-bearing partitions and walls;
(2) wall tile or paper, etc.;
(3) plaster, laths or drywall;
(4) flooring and subflooring material;
(5) brick, stucco, stone, veneer, or exterior wall sheathing;
(6) any type of exterior siding;
(7) roof shingles, sheathing* and tar paper;
(8) Heating, Cooling, Ventilating, Plumbing, Electrical and mechanical systems;
(9) Appliances, fixtures or Items of Equipment; and
(10) doors, windows, trim, cabinets, hardware, insulation, paint and stains.

15. Owner

See Purchaser.

16. Plumbing Systems

All pipes located within the Home and their fittings, including gas supply lines and vent pipes.

17. Purchaser

You. The Purchaser includes the first buyer of the warranted Home and any and all subsequent Owners who take title within the warranty period.

18. Residence

See Home.

19. Sewage Disposal System (Private or Public)

This system includes, but is not limited to, all waste, drainage, sewer pipes and lines, cleanouts, tanks, pumps, drainfields and seepage pits, outside and beyond the exterior wall of the Home.

20. Structurally Attached

An integral part of the Home being structurally supported by footings, block walls or reinforced concrete and connected to the foundation of the Home.

21. Unresolved Warranty Issue

All requests for warranty performance, demands, disputes, controversies and differences that may arise between the parties to this Limited Warranty that cannot be resolved among the parties. An Unresolved Warranty Issue may be a disagreement regarding:

a. the coverages in this Limited Warranty;
b. an action performed or to be performed by any party pursuant to this Limited Warranty;
c. the cost to repair or replace any item covered by this Limited Warranty.

22. Warrantor

Your Builder in Years 1 and 2; the Insurer in Years 3 through 10 and in Years 1 and 2 if your Builder defaults.

23. Warranty Confirmation

The document you obtain by going to confirm.rwcwarranty.com and then following the directions to validate your warranty. It includes your Validation Number, Effective Date of Warranty, Term of Coverage and applicable Addenda.

24. Water Supply System (Private or Public)

This system includes, but is not limited to, all supply and distribution pipes, fittings, valves, pumps and wells, outside the exterior wall of the Home, which supply water to the Home.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

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SECTION II.

A. Introduction to the Limited Warranty

1. This book provides specific details, conditions and limitations of the Limited Warranty including procedures for requesting warranty performance and for binding arbitration, in accordance with the procedures of the Federal Arbitration Act. Additional information may be received by calling RWC at (717) 561-4480. Read this document in its entirety to understand the protection it affords, the exclusions applicable to it, the Warranty Standards which determine its interpretations and operation and your responsibilities.
2. This is NOT an insurance policy, a maintenance agreement or a service contract. It is an explanation of what you, the Purchaser, can expect from this Limited Warranty.
3. Appliances and Equipment included in the Home are not warranted under this Lim- ited Warranty, but may be covered by separate warranties provided by the manufacturer or supplier. These warranties are passed on to you by your Builder at closing and are separate from this Limited Warranty.
4. You are responsible for maintenance of your new Home. General and preventative maintenance are required to prolong the life of your new Home.
5. This Limited Warranty is **automatically transferred** to subsequent Owners during the ten-year term of this Limited Warranty, except in the case of a foreclosure that voids the warranty as provided in Section II.A.6.*
6. This Limited Warranty becomes void and all obligations on the part of Warrantor cease as of the date an Owner vacates the Home due to foreclosure procedings.*
7. This Limited Warranty is subject to changes required by various regulating bodies. FHA and VA, as well as some local agencies have mandated the additions noted in the Addenda Section of this Limited Warranty book. Notations throughout indicate where the Addenda apply.

B. The Limited Warranty

1. **Actions taken to cure Defects will NOT extend the periods of specified coverages in this Limited Warranty.**
2. Only warranted elements which are specifically designated in the Warranty Standards are covered by this Limited Warranty.
3. The Warrantor has the choice to repair, replace or pay the reasonable cost to repair or replace warranted items which do not meet Warranty Standards and are not excluded in the Limited Warranty.
4. If a warranted MSD occurs during the appropriate coverage period, and is reported as required in **Section IV.,** the Warrantor will repair, replace or pay you the reasonable cost to repair or replace the warranted MSD, limited to actions necessary to restore the MSD to its load-bearing capacity.



C. Warranty Coverage*

1. **ONE YEAR COVERAGE:** Your Builder warrants that for a period of one (1) year after the Effective Date Of Warranty, warranted items will function and operate as presented in the Warranty Standards of Year 1, **Section III.A.** Coverage is ONLY available where specific Standards and Actions are represented in this Limited Warranty.*
2. **TWO YEAR COVERAGE:** Your Builder warrants that for a period of two (2) years from the Effective Date Of Warranty, specified portions of the Heating, Cooling, Ventilating, Electrical and Plumbing Systems, as defined in this Limited Warranty, will function and operate as presented in the Warranty Standards of Years 1 and 2 only, **Section III.B.**‡
3. **TEN YEAR COVERAGE:** Major Structural Defects (MSD) are warranted for ten (10) years from the Effective Date Of Warranty.

   Your Builder is the Warrantor during Years 1 and 2 of this Limited Warranty and the Insurer is the Warrantor in Years 3 through 10.
4. **CONDOMINIUM COVERAGE:** This Limited Warranty shall only apply to warranted common elements. Warranted common elements are those portions of the defined Electrical, Heating, Ventilating, Cooling, Plumbing and structural Systems

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

‡Homeowners in Indiana, refer to State of Indiana Addendum, Section V.C.

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SECTION II.

which serve two (2) or more residential units, and are contained wholly within a residential structure. Warranty coverage for common elements shall be for the same periods and to the same extent as similar or comparable items in individual residential units. Examples of common elements which are covered by this Limited Warranty are hallways, meeting rooms and other spaces wholly within the residential structure designated for the use of two (2) or more units. Examples of common elements which are not covered under this Limited Warranty are club houses, recreational buildings and facilities, exterior structures, exterior walkways, decks, balconies, arches or any other non-residential structure which is part of the condominium.*



D. Conditions*

1. This Limited Warranty provides coverage only in excess of coverage provided by other warranties or insurance, whether collectible or not.
2. This Limited Warranty is binding on the Builder and you and your heirs, executors, administrators, successors and assigns.
3. This Limited Warranty shall be interpreted and enforced in accordance with the laws of the state in which the Home is located.
4. This Limited Warranty is separate and apart from your contract and/or other sales agreements with your Builder. It cannot be affected, altered or amended in any way by any other agreement which you may have.
5. This Limited Warranty cannot be modified, altered or amended in any way except by a formal written instrument signed by you, your Builder and the Administrator.
6. If any provision of this Limited Warranty is determined by a court of competent jurisdiction to be unenforceable, that determination will not affect the validity of the remaining provisions.
7. All notices required under this Limited Warranty must be in writing and sent by email or certified mail, return receipt requested. If you send your written notice by email, your written notice must be sent to warranty.resolution@rwcwarranty.com. The written notice will not be considered received without a valid confirmation of receipt number. If you do not receive a confirmation of receipt number within 48 hours of emailing your written notice, contact RWC by calling 717-561-4480 and request to speak with the Warranty Resolution Department's Customer Service. If sending your written notice by certified mail, return receipt requested, it must be postage prepaid, to the recipient's address shown on the Application for Warranty form, or to whatever address the recipient may designate in writing.
8. If actions by the Warrantor on any obligations under this Limited Warranty are delayed by an event beyond its control, such performance will be excused until the delaying effects of the event are remedied. Such events include, but are not limited to, acts of God, acts of the common enemy, war, riot, civil commotion or sovereign conduct, or acts or omissions by you or any other person not a party of this Limited Warranty.
9. If your Builder fails to complete any part of the Home that is reasonably foreseeable to cause damage to the Home, then it is your responsibility to complete such parts of the Home to avoid the damage. If you fail to complete the work, then any resulting damage is not covered under this Limited Warranty. The warranty period for any item completed after the Effective Date of Warranty shall be deemed to have commenced on the Effective Date of Warranty.*
10. Costs incurred for unauthorized repairs to warranted items are not reimbursable. Written authorization prior to incurring expenses must be obtained from the Administrator.*

*FHA/VA
Homeowners, refer to HUD Addendum, Section V.D.

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11. Whenever appropriate, the use of one gender includes all genders and the use of the singular includes the plural.





12. Under this Limited Warranty, the Warrantor is not responsible for exact color, texture or finish matches in situations where materials are replaced or repaired, or for areas repainted or when original materials are discontinued.
13. Your Builder must assign to you all manufacturers' warranties on products included in the Final Sales Price of your Home. Neither the Insurer nor the Administrator shall be liable for your Builder's failure to do so.
14. You are responsible for establishing a written, final walk-through inspection list of items in need of service prior to occupancy or closing, whichever is first. This list must be signed and dated by you and your Builder. Keep a copy for your records.

E. Exclusions

The following are NOT covered under this Limited Warranty:

1. Loss or damage:
   a. to land.
   b. to the Home, persons or property directly or indirectly caused by insects, birds, vermin, rodents, or wild or domestic animals.
   c. which arises while the Home is used primarily for non-residential purposes.
   d. which is covered by any other insurance or for which compensation is granted by legislation.*
   e. resulting directly or indirectly from flood, surface water, waves, tidal water, overflow of a body of water, or spray from any of these (whether or not driven by wind), water which backs up from sewers or drains, changes in the water table which were not reasonably foreseeable, water below the surface of the ground (including water which exerts pressure on or seeps or leaks through a building, sidewalk, driveway, foundation, swimming pool, or other structure), wetlands, springs or aquifers.*
   f. from normal deterioration or wear and tear.
   g. caused by material or work supplied by anyone other than your Builder or its employees, agents or subcontractors.
   h. from your or the condominium association's failure to perform routine maintenance on the Home, common areas, common elements or your or the condominium association's grounds.
   i. after Year 1, to, resulting from, or made worse by all components of structurally attached decks, balconies, patios, porches, stoops, porch roofs and porticos.
   j. after Year 1, to, resulting from, or made worse by elements of the Home which are constructed separate from foundation walls or other structural elements of the Home such as, but not limited to, chimneys and concrete floors of basements and attached garages.
   k. to wiring, to and between communication devices from the source of power, whether or not connected to the interior wiring system of the Home. Such devices shall include, but not be limited to, telephone systems, television cable systems, intercom systems, computer systems and security systems. Sources of power shall include, but not be limited to, service entrance conductors, switches, outlets, receptacles and junction boxes.
   l. to, or caused by, recreational facilities; driveways; walkways; patios, porches and stoops not structurally attached; decks and balconies which are not bolted to or cantilevered from the main structure of the Home; boundary and/or retaining walls; bulkheads; fences; landscaping, sodding, seeding, shrubs, trees and plantings; subsurface drainage systems (other than footer drains); lawn sprinkler systems; off-site improvements, including streets, sidewalks, adjacent property and the like; or any other improvements not part of the Home itself.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

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m. caused by any item listed as an additional exclusion on the Application for Warranty form.

2. Loss or damage resulting from, or made worse by:
   a. changes in the grading of the property surrounding the Home by anyone except your Builder or its employees, agents or subcontractors.
   b. changes in grading caused by erosion.
   c. modifications or additions to the Home, or property under or around the Home, made after the Effective Date Of Warranty (other than changes made in order to meet the obligations of this Limited Warranty).
   d. intrusion of water into crawl spaces.*
   e. the weight and/or performance of any type of waterbed or any other furnishing which exceeds the load-bearing design of the Home.
   f. the presence or consequence of unacceptable levels of radon, formaldehyde, carcinogenic substances or other pollutants and contaminants; or the presence of hazardous or toxic materials resulting in uninhabitability or health risk within the Home.
   g. acts or omissions by you, your agents, employees, licensees, invitees; accidents, riots, civil commotion, nuclear hazards, acts of God or nature, fire, explosion, blasting, smoke, drought, water escape, windstorms, tropical storms, hurricanes, hail, lightning, ice, snow, falling trees, aircraft, vehicles, flood, mud slides, sinkholes, mine subsidence, faults, crevices, earthquake, land shock waves or tremors occurring before, during or after a volcanic eruption, or manmade events such as war, terrorism or vandalism.
   h. your failure to perform routine maintenance.
   i. your failure to minimize or prevent such loss or damage in a timely manner.
   j. defects in, but not limited to: recreational facilities; driveways; walkways; patios, porches and stoops not structurally attached; decks and balconies which are not bolted to or cantilevered from the main structure of the Home; boundary and/or retaining walls; bulkheads; fences; landscaping, sodding, seeding, shrubs, trees and plantings; subsurface drainage systems (other than footer drains); lawn sprinkler systems; off-site improvements, including streets, sidewalks, adjacent property and the like; or any other improvements not part of the Home itself.
   k. defects in detached garages or outbuildings (except those which contain Plumbing, Electrical, Heating, Cooling or Ventilating Systems serving the Home, and then only to the extent where Defects would affect these systems). A detached garage is one which is constructed on its own foundation, separate and apart from the foundation of the Home. A breezeway, fence, utility line or similar union shall not cause a garage or outbuilding to be considered attached.
   l. negligent maintenance or operation of the Home and its systems by anyone other than your Builder or its agents, employees or subcontractors.
   m. any portion of a Water Supply System, private or public, including volume and pressure of water flow.*
   n. quality and potability of water.
   o. any portion of a Sewage Disposal System, private or public, including design.*
   p. dampness, condensation or heat build-up caused by your failure to maintain proper ventilation.*



*FHA/VA
Homeowners, refer to HUD
Addendum, Section V.D.

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3. Failure of your Builder to complete construction of the Home or any part of the Home on or before the Effective Date Of Warranty or damages arising from such failure. An incomplete item is not considered a Defect, although your Builder may be obligated to complete such items under separate agreements between you and your Builder.
4. Any deficiency which does not result in actual physical damage or loss to the Home.
5. Any Consequential Damages.*
6. Personal property damage or bodily injury.
7. Violation of applicable Building Codes or ordinances unless such violation results in a Defect which is otherwise covered under this Limited Warranty. Under such circumstances, the obligation of the Warrantor under this Limited Warranty shall only be to repair the defective warranted portion of the Home, but not to restore or bring the Home to conform to code.
8. Any request for warranty performance submitted to the Administrator after an unreasonable delay or later than 30 days after the expiration of the applicable warranty period.
9. Warranted Defects that you repair without prior written authorization of the Administrator.*
10. Any damages to, or resulting from a swimming pool whether located within or outside the Home, as a result of its construction, placement, use, equipment, maintenance, etc.
11. The removal and/or replacement of items specifically excluded from coverage under this Limited Warranty, such as landscaping or personal property, and items not originally installed by your Builder, such as wallpaper, where removal and replacement are required to execute a repair.
12. Any Defect consisting of, caused by, contributed to, or aggravated by moisture, wet or dry rot, mold, mildew, fungus or rust, regardless of the originating cause of any moisture or water penetration that leads to the Defect.
13. Sound transmission and sound proofing between rooms or floor levels.
14. Appliances and Equipment included in the Home are not warranted under this Lim- ited Warranty, but may be covered by separate warranties provided by the manufacturer or supplier. These warranties are passed on to you by your Builder at closing and are separate from this Limited Warranty. Damage caused by improper maintenance or operation, negligence, or improper service of these items by you or your agent will not be covered under this Limited Warranty. †
15. Modifications or additions to the Home, or property under or around the Home, made after the Effective Date of Warranty (other than changes made in order to meet the obligations of this Limited Warranty).



F. Limitation of Liability

1. The Warrantor's liability and obligations are limited to the repair, replacement or the payment of the reasonable cost of repair or replacement of warranted items not to exceed an aggregate equal to the Final Sales Price of the Home as listed on the Application for Warranty form or in the absence of an Application for Warranty form, as otherwise provided to the Administrator by the Builder. The choice to repair, replace or make payment is the Warrantor's.
2. All other warranties, express or implied, including, but not limited to, all implied warranties of fitness, merchantability or habitability, are disclaimed and excluded to the extent allowed by law.

† Homeowners in the State of New York, refer to State of New York Addendum, Section V.B. *FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

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SECTION III.

The following Warranty Standards are applicable only to warranted items stated in Section II of this Limited Warranty. Read Section II to determine if the following Warranty Standards apply. †

1. FOUNDATIONS

BASEMENT

	OBSERVATION	ACTION REQUIRED	COMMENTS
1.1	Cracks appear in control joints.	No action required.	The expansion/contraction joint is placed to control cracking. This is not a deficiency.
1.2	Uneven concrete floors in finished areas of a basement.	Builder will correct those areas in which Defect exceeds 3/8 in. within a 32 in. measurement.	In rooms not initially finished as living areas or where a floor or a portion of a floor surface has been designed for specific drainage purposes, a slope which exceeds 3/8 in. within a 32 in. measurement is not a deficiency.
1.3	Cracks in poured concrete foundation walls.	Builder will correct any crack which exceeds 1/4 in. in width.	Shrinkage cracks are common and should be expected. Surface patching and epoxy injections are examples of acceptable repair methods.
1.4	Cracks in block or veneer wall.	Builder will correct cracks which exceed 1/4 in. in width.	Some cracks are common through masonry and mortar joints. Cracks 1/4 in. or less are considered routine Owner maintenance.
1.5	Leaks resulting in actual flow or trickling of water through wall or floor, causing an accumulation.	Builder will correct.	A one-time occurrence may not indicate a Defect. Owner must maintain proper grading around the Home and maintain any surface water control systems installed by Builder. Dampness and condensation are normal conditions and are not covered by this Limited Warranty.
1.6	Disintegration of the concrete floor surface.	Builder will correct disintegrated surfaces caused by improper placement of concrete.	Disintegration caused by erosion due to salt, chemicals, implements used and other factors beyond Builder's control is not a warranted deficiency.
1.7	Cracks in concrete floor which rupture or significantly impair performance of floor covering.	Builder will correct so Defect is not readily noticeable when floor covering is in place.	Minor impressions in floor covering are not considered significant imperfections.
1.8	Cracks in concrete floor of unfinished area (no floor covering) or in areas not designed for living.	Builder will correct cracks which exceed 1/4 in. in width or vertical displacement.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks are common and should be expected.
1.9	Condensation on walls, joists, support columns and other components of basement area.	No action required.	Maintaining adequate ventilation and moisture control is considered Owner maintenance.

† Homeowners in the State of New York, refer to s tate of New York Addendum, Section V.B.

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The following Warranty Standards are applicable only to warranted items stated in Section II of this Limited Warranty. Read Section II to determine if the following Warranty Standards apply.



SECTION III.

1. FOUNDATIONS

OBSERVATION	ACTION REQUIRED	COMMENTS
CRAWL SPACE		
1.10 Cracks in poured concrete foundation walls.	Builder will correct any crack which exceeds 1/4 in. in width.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks of 1/4 in. or less are common and should be expected.
1.11 Cracks in block or veneer wall.	Builder will correct cracks greater than 1/4 in. in width.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks of 1/4 in. or less are common and should be expected.
1.12 Inadequate ventilation.	Builder will install properly sized louvers or vents.	Maintaining adequate ventilation and moisture control, including seasonal adjustment of vent openings, is considered Owner maintenance.
1.13 Condensation on walls, joists, support columns and other components of the crawl space area.	No action required.	Maintaining adequate ventilation and moisture control, including seasonal adjustment of vent openings, is considered Owner maintenance.
SLAB ON GRADE		
1.14 Cracks appear at control joints.	No action required.	Expansion/contraction joint is placed to control cracking. This is not a deficiency.
1.15 Uneven concrete floors in finished areas.	Builder will correct areas in which Defect exceeds 3/8 in. within a 32 in. measurement.	In rooms not initially finished as living areas or where a floor or a portion of a floor surface has been designed for specific drainage purposes, a slope which exceeds 3/8 in. within a 32 in. measurement is acceptable.
1.16 Disintegration of concrete floor surface.	Builder will correct disintegrated surfaces caused by improper placement of concrete.	Disintegration caused by erosion due to salt, chemicals, implements used and other factors beyond Builder's control is not a warranted deficiency.
1.17 Crack in concrete floor which ruptures or significantly impairs performance of floor covering.	Builder will correct so Defect is not readily noticeable when floor covering is in place.	Minor impressions in floor covering are not considered significant imperfections.
1.18 Cracks in attached garage slab.	Builder will correct cracks which exceed 1/4 in. in width or vertical displacement.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks are common and should be expected.
1.19 Cracks in concrete floor of unfinished area (no floor covering) or in areas not designed for living.	Builder will correct cracks which exceed 1/4 in. in width or vertical displacement.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks are common and should be expected.
1.20 Cracks in visible face of foundation.	Builder will correct cracks in excess of 1/4 in. in width.	Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks are common and should be expected.

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SECTION III.

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2. FRAMING

OBSERVATION	ACTION REQUIRED	COMMENTS
CEILING		
2.1 Uneven ceiling.	Builder will correct if unevenness exceeds 1/4 in. within a 32 in. measurement.	Some minor framing imperfections should be expected.
FLOOR		
2.2 High and low areas.	Builder will correct if high or low areas exceed 1/4 in. within a 32 in. measurement.	Some minor framing imperfections should be expected.
2.3 Floor squeaks.	Builder will correct if caused by a defective joist or improperly installed subfloor. Builder will take corrective action to reduce squeaking to the extent possible within reasonable repair capability without removing floor or ceiling finishes.	A large area of floor squeaks which is noticeable, loud and objectionable is a Defect. A squeak-proof floor cannot be guaranteed. Lumber shrinkage as well as temperature and humidity changes may cause squeaks.
ROOF		
2.4 Split or warped rafters or trusses.	No action required.	Some splitting and warping is normal and is caused by high temperature effects on lumber.
WALL		
2.5 Bow or bulge.	Builder will correct if bow or bulge exceeds 1/2 in. within 32 in. horizontal or vertical measurement.	Minor framing imperfections should be expected.
2.6 Out-of-plumb.	Builder will correct where out-of-plumb condition exceeds 3/4 in. within 8 ft. vertical measurement.	Minor framing imperfections should be expected.
2.7 Wall is out-of-square.	No action required.	A wall out-of-square is not a Defect.

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The following Warranty Standards are applicable only to warranted items stated in Section II of this Limited Warranty. Read Section II to determine if the following Warranty Standards apply.



3. EXTERIOR

OBSERVATION	ACTION REQUIRED	COMMENTS
STRUCTURALLY ATTACHED WOOD OR COMPOSITE DECKS		
3.1 Wood twisting, warping or splitting.	Builder will correct only if due to improper installation.	Twisting, warping or splitting of wood deck material is normal due to exposure to the elements. Owner maintenance is required.
3.2 Settlement.	Builder will correct slope of deck which exceeds a ratio of 2 in. in a 10 ft. measurement.	Some slope is often provided to allow for water drainage.
3.3 Loose railing or post.	Builder will correct if due to improper installation.	Owner maintenance is required.
DOORS		
3.4 Binds, sticks or does not latch.	Builder will correct if caused by faulty workmanship or materials.	Seasonal changes may cause doors to expand and contract, and are usually temporary conditions.
3.5 Wood door panel shrinks.	No action required.	Panels will shrink and expand and may expose unfinished surfaces.
3.6 Warping.	Builder will correct warping which exceeds 1/4 in., measured vertically, horizontally or diagonally.	Seasonal changes may cause doors to expand and contract, and are usually temporary conditions.
3.7 Split in panel.	Builder will correct if split allows the entrance of elements.	Splits which do not allow the entrance of elements are considered normal. Owner maintenance is required.
3.8 Separation between door and weather-stripping.	Builder will correct if daylight is visible or if entrance of elements occurs under normal conditions.	Even with properly installed weather-stripping, some movement of the door, when closed, may be expected. Owner maintenance is required for minor alterations to adjustable thresholds and other parts of the door.
3.9 Screen mesh is torn or damaged.	Builder will correct only if damage is documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
3.10 Overhead garage door fails to operate or allows rain or snow to leak through.	Builder will correct garage doors which do not fit or operate properly.	Some entrance of elements can be expected and is not considered a deficiency. If Owner installs a garage door opener, Builder is not responsible for operation of door.

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SECTION III.

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3. EXTERIOR

OBSERVATION	ACTION REQUIRED	COMMENTS
ROOFING		
3.11 Roof and roof flashing leaks.	Builder will correct active and current leaks that occur under normal conditions.	No action is required if leak is due to snow or ice buildup, high winds or driving rains. Prevention of snow or ice buildup is the Owner's responsibility. Substantiation of an active and current leak is the Owner's responsibility.
3.12 Lifted, torn, curled, or cupped shingles.	No action required.	Owner maintenance is required. Cupping in excess of 1/2 in. should be reported to the manufacturer.
3.13 Shingles that have blown off.	Builder will correct affected area if due to poor installation.	Shingles shall not blow off in winds less than the manufacturer's specifications.
3.14 Inadequate ventilation.	Builder will provide adequate ventilation.	Moisture accumulation in attics which are not adequately vented is a deficiency. Owner is responsible to keep vents clear of obstructions to promote air flow.
3.15 Water stays in gutters.	Builder will correct to limit standing water depth at 1 in.	Owner is responsible for keeping gutters and downspouts clean.
3.16 Gutter or downspout leaks.	Builder will correct leaks at connections.	Owner is responsible for keeping gutters and downspouts clean. Gutters may overflow during heavy rains.
SITE WORK		
3.17 Standing water within 10 ft. of the foundation.	Builder will correct water which stands for more than 24 hours, or more than 48 hours in swales.	Standing water beyond the 10 ft. perimeter of the foundation is not covered by this Limited Warranty. Owner is responsible for establishing and maintaining adequate ground cover.
3.18 Settling of ground around foundation walls, utility trenches or other filled areas on property where there has been excavation and backfill which affected foundation drainage.	If final grading was performed by Builder, he will replace fill in excessively settled areas only once.*	If settlement does not exceed 6 in., it is Owner's responsibility to fill affected areas. The party responsible for establishing the final grade shall provide for positive drainage away from foundation. Owner is responsible for establishing and maintaining adequate ground cover.
STRUCTURALLY ATTACHED STOOP, PORCH & PATIO		
3.19 Settlement, heaving or movement.	Builder will correct if movement exceeds 1 in. from the Home for stoops, porches and patios which are structurally attached.	Stoops, porches and patios which are poured separately and simply abut the house are not covered by this Limited Warranty.
3.20 Concrete splatters on adjacent surfaces.	Builder will correct only if damage is documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

The following Warranty Standards are applicable only to warranted items stated in Section II of this Limited Warranty. Read Section II to determine if the following Warranty Standards apply.



SECTION III.

3. EXTERIOR

WALL COVERING

OBSERVATION	ACTION REQUIRED	COMMENTS
3.21 Entrance of elements through separations of wood, hardboard or fiber cement siding or trim joints, or separation between trim and surfaces of masonry or siding.	Builder will correct entrance of elements or separations exceeding 3/8 in. by caulking or other methods.	Any separations 3/8 in. or less are considered routine Owner maintenance.
3.22 Cracks in stucco or similar synthetic based finishes.	Builder will correct cracks which exceed 1/8 in. in width.	Caulking and touch-up painting are examples of acceptable repair methods. Builder is not responsible for exact color, texture or finish matches. Hairline cracks are common.
3.23 Siding materials become detached from the Home.	Builder will correct affected area if due to improper workmanship or materials.	Separated, loose or delaminated siding can be due to improper maintenance and is not considered a Defect.
3.24 Aluminum or vinyl siding is bowed or wavy.	Builder is responsible only if installed improperly and waves or bowing exceed 1/2 in. within a 32 in. measurement.	Check your manufacturer's warranty on this product for coverage regarding dents, holes, wind specifications, etc.
3.25 Paint or stain peels or deteriorates.	Builder will correct. If 75% of a particular wall is affected, entire wall will be corrected.	Some fading is normal due to weathering. Mildew and fungus on exterior surfaces are caused by climatic conditions and are considered routine maintenance. Varnish or lacquer deteriorates quickly and is not covered by this Limited Warranty.
3.26 Paint splatters and smears on other surfaces.	Builder will correct only if damage is documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
3.27 Faulty application of paint on wall and trim surfaces.	Builder will correct affected area. If greater than 75% of wall or trim piece is affected, entire surface will be corrected.	Some minor imperfections such as over-spray, brushmarks, etc., are common and should be expected.
3.28 Knot holes bleed through paint or stain.	Builder will correct affected areas where excessive bleeding of knots appear.	Knot holes will be apparent depending on the quality of material used.
3.29 Vent or louver leaks.	Builder will correct if caused by improper installation.	Properly installed louvers or vents may at times allow rain or snow to enter under strong wind conditions and is not a deficiency.
3.30 Cracks in masonry, veneer, stone, etc.	Builder will correct cracks which exceed 1/4 in. in width.	Some cracks are common through masonry and mortar joints. Cracks 1/4 in. or less are considered routine Owner maintenance.

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SECTION III.

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3. EXTERIOR

WINDOWS

OBSERVATION	ACTION REQUIRED	COMMENTS
3.31 Condensation or frost on interior window surface.	No action required.	Condensation is relative to the quality and type of windows. Temperature differences in high levels of humidity along with individual living habits will cause condensation.
3.32 Clouding or condensation between panes of glass.	Builder will correct only if damage is documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
3.33 Glass breakage.	Builder will correct only if damage is documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
3.34 Excessive drafts and leaks.	Builder will correct poorly fitted windows.	Relative to the quality and type of windows, drafts are sometimes noticeable around windows, especially during high winds. It may be necessary for the Owner to have storm windows installed to provide a satisfactory solution in high wind areas. All caulking materials expand and contract due to temperature variation and dissimilar materials. Maintenance of weather-stripping is Owner's responsibility.
3.35 Difficult to open, close or lock.	Builder will correct.	Windows should open, close and lock with reasonable pressure.

4. INTERIOR

DOORS

4.1 Latch is loose or rattles.	No action required.	Some minor movement should be expected.
4.2 Binds, sticks or does not latch.	Builder will correct if due to faulty workmanship and materials.	Seasonal changes may cause doors to expand and contract, and are usually temporary conditions.
4.3 Warping.	Builder will correct warping which exceeds 1/4 in., measured vertically, horizontally or diagonally.	Seasonal changes may cause doors to expand and contract, and are usually temporary conditions.
4.4 Excessive opening at bottom.	Builder will correct gaps in excess of 1-1/2 in. between bottom of passage door and finished floor or 2 in. between bottom of closet door and finished floor.	Gaps under doors are intended for air flow.
4.5 Rubs on carpet.	Builder will correct.	Builder is not responsible if Owner installs carpet.

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SECTION III.

4. INTERIOR

WALLS, CEILINGS, SURFACES, FINISHES & TRIMS

OBSERVATION	ACTION REQUIRED	COMMENTS
4.6 Cracks and separations in drywall, lath or plaster; nail pops.	Builder will correct cracks in excess of 1/8 in. in width. Builder will correct nail pops which have broken finished surface. Repair cracks and/or nail pops and touch up paint to match as close as possible, one time only. Such conditions should be reported near the end of Year 1 of the warranty period to allow for normal movement of the Home.	Minor seam separations and cracks, and other slight imperfections, are common and should be expected. Minor depressions and slight mounds at nail heads are not Defects.
4.7 Peeling of wallpaper.	Builder will correct if not due to Owner neglect or abuses.	Builder is not responsible for wallpaper installed by Purchaser. Owner is responsible for maintaining adequate ventilation in areas of high humidity, such as kitchens and bathrooms.
4.8 Separated seams in wallpaper.	Builder will correct if wall surface is readily visible.	Minor imperfections can be expected.
4.9 Lumps, ridges and nail pops in wallboard which appear after Owner has wall covering installed by himself or others.	No action required.	Owner should insure that surface to be covered is suitable for installation of wall covering.
4.10 Surface deficiencies in finished woodwork.	Builder will correct readily apparent splits, cracks, hammer marks and exposed nail heads, only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
4.11 Gaps between trim and adjacent surfaces, and gaps at trim joints.	Builder will correct gaps in excess of 1/8 in. at trim joints and 1/4 in. between trim and adjacent surfaces.	Some separation due to lumber shrinkage is normal and should be expected.
4.12 Cracks in ceramic grout joints.	Builder will correct cracks in excess of 1/8 in. one time only.	Cracking of grout joints is common and is considered routine Owner maintenance unless excessive.
4.13 Ceramic tile cracks or becomes loose.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
4.14 Cracking or deterioration of caulking.	No action required.	All interior caulking shrinks and deteriorates. Owner maintenance is required.

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FHA/VA Homeowners, refer to HUD Addendum, Section V.D.

4. INTERIOR

OBSERVATION	ACTION REQUIRED	COMMENTS
WALLS, CEILINGS, SURFACES, FINISHES & TRIMS		
4.15 Wall or trim surfaces visible through paint.	Builder will correct affected area. If greater than 75% of wall, trim piece, or ceiling is affected, entire surface will be corrected. The surface being painted shall not show through new paint when viewed from a distance of 6 feet under normal lighting conditions.	Some minor imperfections such as over-spray, brushmarks, etc., are common and should be expected.
FLOOR COVERING*		
4.16 Resilient flooring comes loose at edge.	Builder will correct.	Owner maintenance is required.
4.17 Gaps at seams of resilient flooring.	Builder will correct gaps of similar materials in excess of 1/8 in., and 3/16 in. where dissimilar materials abut.	Minor gaps should be expected.
4.18 Fastener pops through resilient flooring.	Builder will correct affected area where fastener has broken through floor covering.	Sharp objects such as high heels, table and chair legs, can cause similar problems, and are not covered by this Limited Warranty.
4.19 Depressions or ridges in resilient flooring at seams of sub-flooring.	Builder will correct depressions or ridges which exceed 1/8 in. in height or depth.	This is determined by placing a 6 in. straight edge over ridge or depression, with 3 in. on either side, and measuring height or depth at sub-flooring seam.
4.20 Cuts and gouges in any floor covering.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
4.21 Hollow sounding marble or tile.	No action required.	Hollow sounding marble or tile is not a deficiency of construction and is not covered under this warranty.
4.22 Fades, stains or discolors.	Builder will correct stains or spots only if documented prior to occupancy.	Fading is not a deficiency. Owner is responsible for establishing a pre-closing walk-through inspection list.
4.23 Premature wearing of carpet.	No action required.	Excessive wear in high-traffic areas such as entryways and hallways is normal. Wearability is directly related to quality of carpet.
4.24 Visible gaps at carpet seams.	Builder will correct gaps.	Seams will be apparent. Owner maintenance is required.
4.25 Carpet becomes loose or buckles.	Builder will correct one time only.	Some stretching is normal. Owner should exercise care in moving furniture.

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5. MECHANICAL

OBSERVATION	ACTION REQUIRED	COMMENTS
ELECTRICAL		
5.1 Circuit breakers trip excessively.	Builder will correct if tripping occurs under normal usage.	Ground Fault Circuit Interrupters (GFCI) are intended to trip as a safety factor. Tripping that occurs under abnormal use is not covered by this Limited Warranty.
5.2 Outlets, switches or fixtures malfunction.	Builder will correct if caused by defective workmanship or materials.	Owner should exercise routine care and maintenance. Replacement of light bulbs is Owner's responsibility.
HEATING & COOLING		
5.3 Condensation lines clog under normal use.	No action required.	Condensation lines will clog under normal conditions. Continued operation of drain line requires Owner maintenance.
5.4 Noisy duct work.	Builder will correct oil canning noise if caused by improper installation.	When metal heats and cools, ticking and cracking may occur and are not covered by this Limited Warranty.
5.5 Insufficient heating.	Builder will correct if Heating System cannot maintain a 70 degree Fahrenheit temperature, under normal operating and weather conditions. Temperature shall be measured at a point 5 ft. above center of floor in affected area. All rooms may vary in temperature by as much as 4 degrees.	Orientation of the Home, location of rooms and location of vents will also provide a temperature differential. There may be periods when outdoor temperature falls below design temperature thereby lowering temperature in the Home. Certain aspects of the Home including, but not limited to, expansive stairways, open foyers, sunrooms or cathedral ceilings may cause abnormal variation from these Standards and are not covered by this Limited Warranty.
5.6 Insufficient cooling.	Builder will correct if Cooling System cannot maintain a 78 degree Fahrenheit temperature, under normal operating and weather conditions. Temperature shall be measured at a point 5 ft. above center of the floor in the affected room. On excessively hot days, where outside temperature exceeds 95 degrees Fahrenheit, a difference of 17 degrees from outside temperature will be difficult to maintain. All rooms may vary in temperature by as much as 4 degrees.	Orientation of the Home, location of rooms and location of vents will also provide a temperature differential. There may be periods when outdoor temperature rises above design temperature thereby raising temperature in the Home. Certain aspects of the Home including, but not limited to, expansive stairways, open foyers, sunrooms or cathedral ceilings may cause abnormal variation from these Standards and are not covered by this Limited Warranty.
5.7 Refrigerant line leaks.	Builder will correct.	Owner maintenance is required on the system.

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5. MECHANICAL

PLUMBING

OBSERVATION	ACTION REQUIRED	COMMENTS
5.8 Pipe freezes and bursts.	Builder will correct if due to faulty workmanship or materials.	Proper winterization of pipes is considered routine maintenance and Owner should maintain suitable temperatures inside the Home.
5.9 Noisy water pipe.	Builder will correct hammering noise if caused by improper installation.	Some noise can be expected due to flow of water and pipe expansion. This is not a Defect.
5.10 Plumbing fixtures and trim fittings leak or malfunction.	Builder will correct if due to faulty workmanship and materials.	Owner maintenance is required. Scratches, tarnishing or marring must be noted on a pre-closing walk-through inspection list.
5.11 Damaged or defective plumbing fixtures and trim fittings.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list. Defective trim fittings and plumbing fixtures are covered under the manufacturer's warranty.

6. SPECIALTIES

BATHROOM & KITCHEN

6.1 Cabinet separates from wall or ceiling.	Builder will correct separation in excess of 1/4 in.	Some separation is normal. Caulking is an acceptable method of repair.
6.2 Crack in door panel.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
6.3 Warping of cabinet door or drawer front.	Builder will correct if warp exceeds 3/8 in. as measured from cabinet frame.	Seasonal changes may cause warping and may be a temporary condition.
6.4 Doors or drawers do not operate.	Builder will correct.	Owner maintenance is required.
6.5 Chips, cracks, scratches on countertop, cabinet fixture or fitting.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
6.6 Delamination of countertop or cabinet.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.
6.7 Cracks or chips in fixture.	Builder will correct only if documented prior to occupancy.	Owner is responsible for establishing a pre-closing walk-through inspection list.

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SECTION III.

6. SPECIALTIES

OBSERVATION	ACTION REQUIRED	COMMENTS
CHIMNEY & FIREPLACE		
6.8 Exterior and interior masonry veneer cracks.	Builder will correct cracks in excess of 1/4 in. in width.	Some cracks are common in masonry and mortar joints. Cracks 1/4 in. in width or less are considered Owner maintenance.
6.9 Firebox color is changed; accumulation of residue in chimney or flue.	No action required.	Owner maintenance is required.
6.10 Chimney separates from the Home.	Builder will correct separation in excess of 1/2 in. within 10 ft.	Newly built chimneys will often incur slight amounts of separation.
6.11 Smoke in living area.	Builder will correct if caused by improper construction or inadequate clearance.	Temporary negative draft situations can be caused by high winds; obstructions such as tree branches too close to the chimney; the geographic location of the fireplace; or its relationship to adjoining walls and roof. In some cases, it may be necessary to open a window to create an effective draft. Since negative draft conditions could be temporary, it is necessary that Owner substantiate problem to Builder by constructing a fire so the condition can be observed.
6.12 Water infiltration into firebox from flue.	No action required.	A certain amount of rainwater can be expected under certain conditions.
6.13 Firebrick or mortar joint cracks.	No action required.	Intense heat may cause cracking.
INSULATION		
6.14 Air infiltration around electrical receptacles.	No action required.	Air flow around electrical boxes is normal and is not a deficiency.

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B. SYSTEMS - YEARS 1 & 2

OBSERVATION	ACTION REQUIRED	COMMENTS
ELECTRICAL		
B.1 Wiring fails to carry specified load.	Builder will correct if failure is due to improper installation or materials.	Switches, outlets and fixtures are applicable to **Year 1 Coverage Only.**
HEATING AND COOLING		
B.2 Duct work separates.	Builder will correct.	Owner maintenance is required.
PLUMBING*		
B.3 Pipe leaks.	Builder will correct.	Condensation on pipes does not constitute leakage. Faulty faucets, valves, joints and fittings are applicable to **Year 1 Coverage Only.**
B.4 Water supply stops.	Builder will correct if due to faulty workmanship or materials inside the Home.	Drought or causes other than faulty workmanship and materials will not be covered under this Limited Warranty.
B.5 Clogged drain or sewer.	Builder will correct clog within structure caused by faulty workmanship or materials.	Clogs and stoppages beyond the exterior wall are not covered by this Limited Warranty. Routine Owner maintenance and proper use is required.

C. TEN YEAR MSD COVERAGE

MAJOR STRUCTURAL DEFECTS		
C.1. Major Structural Defects.	The criteria for establishing the existence of a Major Structural Defect is set forth in Section I.B.14 of this Limited Warranty Agreement.	The Warrantor will correct Major Structural Defects, limited to such actions as are necessary to restore the load-bearing capability of the component(s) affected by a Major Structural Defect.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.



SECTION IV.

A. Notice to Warrantor in Years 1 & 2

1. If a Defect occurs in Years 1 and 2, you must notify your Builder in writing. Your request for warranty performance should clearly describe the Defect(s) in reasonable detail.
2. Request for warranty performance to your Builder does not constitute notice to the Administrator, and it will not extend applicable coverage periods.
3. If a request for warranty performance to your Builder does not result in satisfactory action within a reasonable time, written notice must be given to RWC, Administrator, at warranty.resolution@rwcwarranty.com or forwarded by certified mail, return receipt requested to 5300 Derry Street, Harrisburg, Pennsylvania 17111, Attn: Warranty Resolution Department. This notice should describe each item in reasonable detail.
4. *Please note that a written request for war- ranty performance must be emailed no later than thirty (30) days after the expiration of the applicable warranty period or sent to RWC by certified mail, return receipt requested and postmarked no later than thirty (30) days after the expiration of the applicable warranty period. For example, if the item is one which is warranted by your Builder during your second year of coverage, a request for warranty performance must be emailed or mailed to RWC and postmarked no later than thirty (30) days after the end of the second year to be valid.*
5. You must provide the Warrantor with reasonable weekday access during normal business hours in order to perform its obligations. Failure by you to provide such access to the Warrantor may relieve the Warrantor of its obligations under this Limited Warranty.
6. If your Builder does not fulfill its obligations under this Limited Warranty, the Administrator will process the request for warranty performance as described in the Limited Warranty and subject to the provisions of **IV.F**.

B. Notice to Warrantor in Years 3–10

If a Defect related to a warranted MSD occurs in Years 3 through 10 of this Limited Warranty, you must notify the Administrator to review the item within a reasonable time after the situation arises. All such notices must be presented in writing to RWC, Administrator, at warranty.resolution@rwcwarranty.com or forwarded by certified mail, return receipt requested to RWC, Administrator, 5300 Derry Street, Harrisburg, Pennsylvania 17111, Attn: Warranty Resolution Department. Any such notice should describe the condition of the MSD in reasonable detail. Requests for warranty performance emailed or postmarked more than thirty (30) days after the expiration of the term of this Limited Warranty will not be honored.

C. Purchaser's Obligations

1. **Your notice to the Administrator must contain the following information:**
   a. Validation # and Effective Date Of Warranty;
   b. Your Builder's name and address;
   c. Your name, address, email address and phone number (including home, cell and work numbers);
   d. Reasonably specific description of the warranty item(s) to be reviewed;
   e. A copy of any written notice to your Builder;
   f. Photograph(s) may be required; and
   g. A copy of each and every report you have obtained from any inspector or engineer.
2. You have an obligation to cooperate with the Administrator's mediation, inspection and investigation of your warranty request. From time to time, the Administrator may request information from you regarding an alleged Defect. Failure by you or your appointed representative to respond with the requested information within thirty (30) days of the date of the Administrator's request can result in the closing of your warranty file.

D. Mediation and Inspection

Within thirty (30) days following the Administrator's receipt of proper notice of request for warranty performance, the Administrator may review and mediate your request by communicating with you, your Builder and any other individuals or entities who the Administrator believes possess relevant information. If, after thirty (30) days, the Administrator has not been able to successfully mediate your request, or at any earlier time when the Administrator believes that your Builder and you are at an impasse, then the Administrator will notify you that your request has become an Unresolved Warranty Issue. At any time following the receipt of proper notice of your request for warranty performance, the Administrator may schedule an inspection of the item. You must provide the Administrator reasonable access for any such inspection as discussed in

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SECTION IV.

Section IV.A.5. The Administrator, at its discretion, may schedule a subsequent inspection to determine Builder compliance.

When a request for warranty performance is filed and the deficiency cannot be observed under normal conditions, it is your responsibility to substantiate that the need for warranty performance exists including any cost involved. If properly substantiated, you will be reimbursed by the Warrantor.

E. Arbitration*

You begin the arbitration process by giving the Administrator written notice of your request for arbitration of an Unresolved Warranty Issue. The written notice of your request for arbitration must be received by the Administrator no later than thirty (30) days following the expiration of the ten year warranty period. However, if you receive notification of an Unresolved Warranty Issue from the Administrator following the expiration of the ten year warranty period, then this period is extended and written notice of your request for arbitration must be received by the Administrator no later than thirty (30) days from the date of your receipt of notification of the Unresolved Warranty Issue. Within twenty (20) days after the Administrator's receipt of your notice of request for arbitration, any Unresolved Warranty Issue that you have with the Warrantor shall be submitted to an independent



arbitration service experienced in arbitrating residential construction matters upon which you and the Administrator agree. This **binding** arbitration is governed by the procedures of the Federal Arbitration Act, 9 U.S.C. §§ 1 *et. seq.* If you submit a request for arbitration, you must pay the arbitration fees before the matter is submitted to the arbitration service. After arbitration, the Arbitrator shall have the power to award the cost of this fee to any party or to split it among the parties to the arbitration. The arbitration shall be conducted in accordance with this Limited Warranty and the arbitration rules and regulations to the extent that they are not in conflict with the Federal Arbitration Act.

Within one (1) year after an arbitration award, either party may apply to the U.S. District Court where the Home is situated to confirm the award. The Administrator's receipt of a written request for arbitration in appropriate form shall stop the running of any statute of limitations applicable to the matter to be arbitrated until the Arbitrator renders a decision. The decision of the Arbitrator shall be final and binding upon all parties.†

Since this Limited Warranty provides for mandatory binding arbitration of Unresolved Warranty Issues, if any party commences litigation in violation of this Limited Warranty, such party shall reimburse the other parties to the litigation for their costs and expenses, including attorney fees, incurred in seeking dismissal of such litigation.*

In Years 1 & 2, the Builder shall have sixty (60) days from the date the Administrator sends the Arbitrator's award to the Builder to comply with the Arbitrator's decision. In Years 3-10, the Warrantor shall have sixty (60) days from the date the Administrator receives the Arbitrator's award to comply with the Arbitrator's decision. Warranty compliance will begin as soon as possible and will be completed within the sixty-day compliance period with the exception of any repair that would reasonably take more than sixty (60) days to complete, including, but not limited to, repair delayed or prolonged by inclement weather. The Warrantor will complete such repair or replacement as soon as possible without incurring overtime or weekend expenses.

You may request a compliance arbitration within twenty (20) days after the sixty-day compliance period has expired by giving the Administrator written notice of your request. You must pay the fees for the compliance arbitration prior to the matter being submitted to the arbitration service.

F. Conditions of Warranty Performance

1. You must provide the Warrantor and/or Administrator with reasonable weekday access during normal business hours to inspect the condition of your Home and/or to perform their obligations.
2. When your request for warranty performance is determined to be a warranted issue, the Warrantor reserves the right to repair or replace the warranted item, or to pay you the reasonable cost of repair or replacement.
3. In Years 1 and 2, if your Builder defaults in its warranty obligations, the Administrator will process the request for warranty perfor- mance provided you pay a warranty service

FHA/VA Homeowners, refer to HUD Addendum, Section V.D.
† Homeowners in the State of New York, refer to State of New York Addendum, Section V.B.

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SECTION IV.

fee of $250 for each request prior to repair or replacement.*★◆

4. In Years 3 through 10 you must pay the Administrator a warranty service fee of $500 for each request.*★◆
5. If the Administrator elects to award you cash rather than repair or replace a warranted item, the warranty service fee will be subtracted from the cash payment.
6. If the Warrantor pays the reasonable cost of repairing a warranted item, the payment shall be made to you and to any mortgagee or mortgagee's successor as each of your interests may appear; provided that the mortgagee has notified the Administrator in writing of its security interest in the Home prior to such payment. Warrantor shall not have any obligation to make payment jointly to the Purchaser and mortgagee where the mortgagee has not notified your Builder or the Administrator in writing of its security interest in the Home prior to such payment. Any mortgagee shall be completely bound by any mediation or arbitration relating to a request for warranty performance between you and the Warrantor.*
7. Prior to payment for the reasonable cost of repair or replacement of warranted items, you must sign and deliver to the Builder or the Administrator, as applicable, a full and unconditional release, in recordable form, of all legal obligations with respect to the warranted Defects and any conditions arising from the warranted items.
8. Upon completion of repair or replacement of a warranted Defect, you must sign and deliver to the Builder or the Administrator, as applicable, a full and unconditional release, in recordable form, of all legal obligations with respect to the Defect and any conditions arising from the situation. The repaired or replaced warranted item will continue to be warranted by this Limited Warranty for the remainder of the applicable period of coverage.
9. If the Warrantor repairs, replaces or pays you the reasonable cost to repair or replace a warranted item, the Warrantor shall be subrogated to all your rights of recovery against any person or entity. You must execute and deliver any and all instruments and papers and take any and all other actions necessary to secure such rights, including, but not limited to, assignment of proceeds of any insurance or other warranties to the Warrantor. You shall do nothing to prejudice these rights of subrogation.
10. Any Warrantor obligation is conditioned upon your proper maintenance of the Home, common elements and grounds to prevent damage due to neglect, abnormal use or improper maintenance.



11. **Condominium Procedures:**
    a. In the case of common elements of a condominium, at all times, owner(s) of each unit affected by the common elements in need of warranty performance shall each be responsible to pay the warranty service fee ($250 in Years 1 and 2, $500 in Years 3 through 10) for each request for warranty performance.*★
    b. If a request for warranty performance under this Limited Warranty involves a common element in a condominium, the request may be made only by an authorized representative of the condominium association. If the Builder retains a voting interest in the association of more than 50%, the request may be made by unit owners representing 10% of the voting interests in the association.
    c. If a request for warranty performance under this Limited Warranty involves a common element affecting multiple units, and all affected units are not warranted by the RWC Warranty Program, the Insurer's liability shall be limited to only those units warranted by the RWC Warranty. The limit of liability shall be prorated based upon the number of units warranted by this Limited Warranty.

*FHA/VA Homeowners, refer to HUD Addendum, Section V.D.
◆Homeowners in Maryland, refer to Maryland Addendum, Section V.E.
★Homeowners in Newark, Delaware, refer to Newark, Delaware, Addendum, Section V.A.

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SECTION V.

A. Newark, Delaware, Addendum

The warranty service fee as described in **Sections IV.F.3., IV.F.4.** and **IV.F.11.a** will be waived for homes built in the city of Newark, Delaware.

B. State of New York Addendum

Except as expressly provided in this Addendum, the warranties and rights listed herein are in addition to, and are not exclusive of, any warranties or rights listed in this Limited Warranty.

1. **Appliances and Items of Equipment —** Subject to other terms and conditions listed in this Limited Warranty, the exclusion concerning deficiencies in Appliances and Items of Equipment described in **Section II.E.14.** of this Limited Warranty shall not apply during the first two (2) years of the warranty term wherever (i) such Appliances and Items of Equipment are components of the Cooling, Ventilating, Heating, Electrical or Plumbing Systems; and (ii) the deficiencies in such fixtures, Appliances or Items of Equipment are the result of defective installation by your Builder.
2. **Standards — Section III. —** If the statutes of the State of New York provide greater coverage than the provisions of this Limited Warranty, those provisions shall modify the warranty to allow for the greater coverage.
3. **Alternative Dispute Resolution —** When making a request for warranty performance pursuant to **Section IV.E.** of this Limited Warranty, you have no obligation to submit to binding arbitration, nor do you have to pay any fee or charge for participation in non- binding arbitration or any mediation process concerning your request. However, any Unresolved Warranty Issues must be submitted to arbitration before a legal proceeding may be commenced. Further, if an Owner resorts to litigation, the rights and obligations imposed by **Section IV.E.** shall apply to such litigation.

C. State of Indiana Addendum

The warranties and rights listed above are in addition to, and are not exclusive of, any warranties listed in this book.

Notwithstanding anything contained in the attached printed form of the RWC Limited Warranty, this Limited Warranty shall include the following protection per **Section II.C.**, and is amended to read as follows:

1. **Two Year Coverage —** Commencing on the Effective Date of this Limited Warranty as specified on the Application For Warranty form, and subject to the terms and conditions listed herein, your Builder warrants that for a period of two (2) years your Home will be free from Defects due to nonconformity with the Warranty Standards set forth in **Section III.** of this Limited Warranty. With respect to fixtures, Appliances and Items of Equipment, the Warranty is for one (1) year or the manufacturer's written warranty, whichever is less. For Year Two Coverage for Indiana Homes with VA/ FHA Financing, the following provisions of the HUD Addendum **Section V.D.** are not applicable in Year 2: **Section V.D.5, Section V.D.13, Section V.D.16, and Section V.D.19.**
2. **Years 3 And 4 Coverage Only —** During the third and fourth year following the Ef- fective Date Of Warranty as specified on the Application For Warranty form, and subject to the terms and conditions listed in this Limited Warranty, your Home will be free from Defects caused by poor workmanship and materials in its roof and roof systems.

D. HUD Addendum (Applicable to VA/ FHA Financed Homes only)

1. **Section I.B. Emergency Conditions —** The following definition is added: Emergency Condition is an event or situation that presents an imminent threat of damage to the Home or common elements and results in an unsafe living condition due to Defects or Major Structural Defect failures that manifest themselves outside of the Warrantor's normal business hours and precludes you from obtaining prior written approval to initiate repairs to stabilize the condition and prevent further damage.
2. **Section I.B.9. Effective Date Of Warranty —** The following language is substituted: The Effective Date Of Warranty will be the date on which closing or settlement occurs in connection with the initial sale of the Home. In no event will the Effective Date Of Warranty be later than the date of FHA endorsement of your Mortgage on the Home.
3. **Section I.B.14. Major Structural Defects —** The following language is substituted for a-c.: A Major Structural Defect is actual physical damage to the designated load-bearing portions of a Home caused by failure of such load-bearing functions to the extent that the Home becomes unsafe, unsanitary, or oth- erwise unlivable. The following language is added: Delamination or rupture of roof sheathing shall be deemed a Major Structural Defect in need of warranty performance.

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4. **Sections II.A.5 and II.A.6 —** Foreclosure does not void the Limited Warranty for VA/FHA Financed Homes only.
5. **Section II.C.1. One Year Coverage —** The following language is added: Notwithstanding anything to the contrary contained in this Limited Warranty, during the first year of coverage, your Builder will repair or restore the reliable function of Appliances and Equipment damaged during installation or improperly installed by your Builder. In addition, your Builder will correct Construction Deficiencies in workmanship and materials resulting from the failure of the Home to comply with standards of qual- ity as measured by acceptable trade practices. Construction Deficiencies are Defects (not of a structural nature) in the Home that are attributable to poor workmanship or to the use of inferior materials which result in the impaired functioning of the Home or some part of the Home. Defects resulting from your abuse or from normal wear and tear are not considered Construction Deficiencies.
6. **Section II.C.4. Condominium Coverage** —The following language is substituted: The Limited Warranty shall only apply to warranted common elements which are those portions of the defined Electrical, Heating, Ventilating, Cooling, Plumbing and structural Systems which serve two (2) or more residential units, and are contained wholly within a residential structure that, if defective, would constitute a health or safety condition for the occupants. Examples of common elements which are covered by this Limited Warranty are hallways, meeting rooms, stairwells and other spaces wholly within the residential structure serving two (2) or more units; and structurally attached balconies, arches and decks. Examples of common elements which are not covered under this Limited Warranty are club houses, recreational buildings and facilities, walkways, exterior structures, or any other non-residential structure which is part of the condominium.
7. **Section II.C.** — The following coverage is added for the **State of Colorado ONLY:** The Builder's warranty for basement slabs in the State of Colorado is extended from the first through the fourth year.
8. **Section II.D.** — The following statement is added: This agreement is non-cancelable by the Warrantor.
9. **Section II.D.9.** is deleted.
10. **Section II.D.10. —** The following language is added: Repairs to the Home may be made without the prior written authorization of the Warrantor only in the event an Emergency Condition arises that necessitates repairs be made for the sole purpose of protecting the Home from further damage. You must notify the Warrantor as soon as possible, but in no event, later than five (5) days after the repairs have been made in order to qualify for reimbursement. An accurate, written record of the repair cost must accompany your notification.
11. **Section II.E.1.d. —** The following language is substituted: Loss or damage which is covered by any other insurance or for which compensation is granted by state legislation.
12. **Section II.E.1.e. —** The following language is substituted: resulting directly or indirectly from flood, waves, tidal water, overflow of a body of water, or spray from any of these (whether or not driven by wind), water which backs up from sewers or drains, changes in the water table which were not reasonably foreseeable, wetlands, springs or aquifers. Surface water and underground water which cause an unforeseeable hydrostatic condition with resultant damage to the structure are covered.
13. **Section II.E.2.d.** is deleted.
14. **Section II.E.2.m. —** The following language is substituted: any portion of a public Water Supply System, including volume and pressure of water flow.
15. **Section II.E.2.o. —** The following language is substituted: any portion of a public Sewage Disposal System, including design.
16. **Section II.E.2.p. —** exclusion is deleted.
17. **Section II.E.5. —** The following language is substituted: Consequential Damages to personal property are excluded. Consequential Damages to real property as a result of a Defect or repair of a Defect are covered.
18. **Section II.E.9. —** The following language is added: Warranted Defects repaired as a result of emergency property protection measures as described and defined in this addendum are covered.
19. **Section III.A.**
    a. **Site Work —** The following language is substituted:
    (1) **3.18 (Action Required)** If final grading was performed by the Builder, he will replace fill in excessively settled areas.
    b. **Floor Covering** — The following language is added:
    (1) **4.26 (Observation)** Gaps or cracks between finished floorboards. **(Action Required)** Builder will correct gaps or

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cracks which exceed 1/8 in. in width. **(Comments)** Finished wood floors expand and contract due to humidity changes in your Home. Cracks and gaps which shrink and disappear in non-heating seasons are considered normal.

(2) **4.27 (Observation)** Cupping, crowning or loose finished floorboards. **(Action Required)** Builder will correct only if caused by a Defect in installation. **(Comments)** Finished wood flooring cups from gaining or losing moisture on one side faster than the other. Some cupping and crowning should be considered normal due to growth rings in the tree and the part of the tree used. The Builder is not responsible for natural properties of the product, or for climatic conditions and personal living habits which can affect moisture content of floorboards. Cupping or crowning action may have loosened nails or adhesive. Owner is responsible if condition is caused by conditions beyond Builder's control.

(3) **4.28 (Observation)** Ceramic tile cracks or loosens. **(Action Required)** Build- er will correct only if documented prior to occupancy. **(Comments)** Owner is responsible for establishing a pre-closing walk-through inspection list.

20. **Section III.B.6.** — The following language is added: **(Observation)** Septic system fails. (**Action Required)** Builder will correct if damage is due to poor workmanship or materials, which are not in conformance with Sewage Enforcement Officer's instructions as per design and installation only. **(Comments)** Builder is required to abide by state or local requirements for the installation of on-site sewage disposal system. Any deficiency or failure which occurs or is caused by a condition other than faulty workmanship or materials, such as design, is not covered by this Limited Warranty. Owner is responsible for routine maintenance of system, which may include, but not be limited to: pumping the septic tank; adding chlorine to a chlorinator; and refraining from driving or parking vehicles or equipment on the system. Damages caused by freezing, soil saturation, underground springs, water run-off, excessive use and an increase in level of water table are among causes not covered by this Limited Warranty.

21. **Section IV.E. Arbitration —** The following language is added: The judicial resolution of disputes is not precluded by this warranty and may be pursued by the homeowner at any time during the dispute resolution process.

22. **Section IV.E. Arbitration —** Because HUD does not require mandatory arbitration, the following is deleted: Since this Limited Warranty provides for mandatory binding arbitration of disputes, if any party commences litigation in violation of this Limited Warranty, such party shall reimburse the other parties to the litigation for their costs and expenses, including attorney fees, incurred in seeking dismissal of such litigation.

23. **Section IV.F.3., F.4.** and **F.11.a. —** The following language is substituted: In the first two (2) years, if your builder does not fulfill its obligations under this Limited Warranty, the Insurer will be responsible for your Builder's obligations, subject to a one-time warranty service fee of $250. The Insurer's liability in Years 3 through 10 under this Limited Warranty is subject to a warranty service fee of $250 per request for warranty performance. In each instance, you must pay the fee prior to the Insurer's repair or replacement. In the event of payment, the fee will be subtracted from the cash payment. In the case of the common elements of a condominium, the warranty service fee shall be $250 per Home affected by each common element in need of service, limited to a maximum of $5,000 per free standing structure.

24. **Section IV.F.6. —** The following language is added: Where a warranted Defect is determined to exist and where the Warrantor elects to pay the reasonable cost of repair or replacement in lieu of performing such repair or replacement, the cash offer must be in writing. You will be given two (2) weeks to respond. Cash offers over $5,000 are subject to an on-site review by a HUD approved fee inspector (inspection costs will be paid by the Warrantor) unless:

    a. the cash offer is made pursuant to a binding bid by an independent third party contractor, which will accept an award of a contract from you pursuant to such bid;

    b. payment is being made in settlement of legal action;

    c. you are represented by legal counsel.

E. Maryland Addendum

You should contact the Administrator personally to verify the existence of your Warranty. Further, you should report any Warranty problems, which are not promptly resolved by your Builder, to the Administrator.

1. **Section IV.F.3.** and **IV.F.4.** are not applicable for the state of Maryland.

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** WE REALLY DO CARE **

YOU WILL RECEIVE A SURVEY WITHIN 30 DAYS AFTER YOU HAVE CLOSED ON YOUR HOME.
Another at 7 Months.

PLEASE, WHEN YOU DO RECEIVE THIS SURVEY (WHICH YOU WILL RECEIVE BY E-MAIL OR REGULAR MAIL), WE WOULD VERY MUCH APPRECIATE IF YOU WOULD FILL IT OUT. PLEASE FEEL CONFIDENT THAT WE DO READ EACH AND EVERY SURVEY AND, REST ASSURED, "WE DO CARE." ALL RESPONSES HELP US TO BECOME BETTER AT WHAT WE DO.

IT IS ESPECIALLY IMPORTANT TO ME THAT THIS IS A PLEASURABLE EXPERIENCE FOR YOU. I WANT TO BE SOMEONE YOU WOULD LIKE TO REFER YOUR FAMILY AND FRIENDS TO, SO IF AT ANY TIME YOU ARE UNHAPPY, PLEASE LET ME KNOW RIGHT AWAY. I WILL MAKE EVERY EFFORT TO MAKE THINGS RIGHT.

THE 30-DAY SURVEY WILL COVER:

KEY MEASURES

1. Overall, I am satisfied with D.R. Horton Sales Agent in my community
2. Overall, I am satisfied with D.R. Horton Construction Superintendent that built my home
3. My builder met my New Home Orientation walk through experience
4. Overall, I am satisfied with the Mortgage Lender and my loan process experience
5. My builder completed my home by my closing/move in day
6. Overall, I am satisfied with my D.R. Horton homebuying experience
7. I would recommend my builder to a friend or family member

- PURCHASE EXPERIENCE
- CONSTRUCTION EXPERIENCE
- ORIENTATION/WALK-THROUGH EXPERIENCE
- LENDER EXPERIENCE
- HOME READINESS

THE 7 MONTH SURVEY WILL COVER:

KEY MEASURES

1. Rate the quality of construction and workmanship of your D.R. Horton home
2. Rate your community /neighborhood
3. Rate your homeowners' association (HOA) and its communication with you.
4. Rate the customer care and warranty service you have received.
5. Rate D.R. Horton overall communication with you.
6. Rate how likely you are to refer D. R. Horton to a friend or family member.

- QUALITY OF CONSTRUCTION AND WORKMANSHIP
- COMMUNITY AND NEIGHBORHOOD
- HOMEOWNERS ASSOCIATION
- CUSTOMER CARE AND WARRANTY SERVICE
- OVERALL COMMUNICATION WITH WARRANTY
- LIKELY TO REFER D.R. HORTON

CONGRATULATIONS AGAIN ON YOUR NEW HOME PURCHASE!

SAMPLE

30-Day Survey

Rate your experience with the D.R. Horton **sales agent** at your community.

Rate your experience with the D.R. Horton **construction superintendent** that built your home.

*Click **Next** if you did not meet with a construction superintendent.*

Rate your **new home orientation/walk through** experience.

Rate your experience with your **mortgage lender** and the loan process.

*Click **Next** if you did not use a mortgage lender.*

Rate how **complete** your home was on your closing/move in day.

Rate your **overall** D.R. Horton homebuying experience.



Rate how likely you are to **refer** D.R. Horton to a friend or family.

If you have additional feedback to share or would like to be contacted by D.R. Horton, please provide your comments here.

D.R. HORTON AMERICA'S BUILDER

Home for every stage in life.℠

7-Month Survey

Rate the overall **quality of construction and workmanship** of your D.R. Horton home.

Rate your **community/neighborhood**.



Rate your **homeowners' association** (HOA) and its communication with you.

*Click **Next** if your community does not have an HOA.*

Rate the **customer care and warranty service** you have received.

Rate D.R. Horton's **overall communication** with you.

Rate how likely you are to **refer** D.R. Horton to a friend or family.

If you have additional feedback to share or would like to be contacted by D.R. Horton, please provide your comments here.

D.R. HORTON AMERICA'S BUILDER

Home for every stage in life.™