

**Lakewood Homes, Inc.**

**Warranty Service Program**

## **1. Introduction**

We at Lakewood Homes, Inc. would like to be the first to welcome you to your new home. We are honored that you and your family have given us the privilege of building a home for you and we sincerely hope that your home will be the source of much pleasure and happiness for you and your family for many years to come.

You may be assured that your home has been built according to Lakewood Homes' demanding standards of quality. Not only are we proud of the quality of our homes, we are also proud that we back our homes with one of the finest warranty service programs available in the housing industry.

As part of the New Home Walk Through Orientation material, you received "A Maintenance Guide to Your New Home" that describes the simple maintenance procedures you should institute to supplement Lakewood Homes' warranty service program. Please take the time to read "A Maintenance Guide to Your New Home" and implement its recommendations as soon as possible.

These procedures have been developed as a result of the many years of experience as the most effective and efficient means of taking care of any adjustments that may be necessary as a result of the "curing" process a new home undergoes. Please take the time to familiarize yourself with these procedures so that we may most effectively serve you.

## **2. Your New Home Warranty**

Lakewood Homes, Inc. is proud to back your home with one of the finest warranty programs in the housing industry. For a period of one year from the date of closing, Lakewood Homes, Inc. warrants your home against any defects from workmanship and materials as described in our 1 Year Limited Warranty booklet. Your warranty booklet, which is located near the middle of this manual, outlines common problems, their cause and Lakewood Homes' repair responsibility.

## **3. New Home Walk Through Orientation**

Every Lakewood home is subjected to our rigorous quality control procedures to ensure that the finished home delivered to you meets or exceeds the demanding standards that have been recognized as the Lakewood "hallmark" of quality of which we are justly proud. However, you - our home buying customer - are the most important person in the entire homebuilding process and we have established the New Home Walk Through Orientation to permit us to cover several important points with you before you actually move into your new home.

Prior to closing, you attended a New Home Walk Through Orientation with a Lakewood Homes Construction Superintendent. The purpose of the New Home Walk Through Orientation is:

- To verify that the completed home meets Lakewood's demanding quality standards;
- To familiarize you with the features of your home and to demonstrate the operation of the various systems of your home, e.g. heating and air-conditioning, electrical systems, plumbing, appliances, windows, doors and so on;
- To point out key maintenance items and tips for your own maintenance program;
- To make sure that you understand the procedures that we have established to best serve you in the event that additional adjustments may be necessary.

Your New Home Walk Through Orientation is an introduction to your new home and its many features including information about your new home and the surrounding community.

During the New Home Walk Through Orientation, our Lakewood Homes representative and yourself will have completed the New Home Walk Through Orientation forms, noting any items that may have needed adjustment.

With a product as complex as a new home and regardless of our rigorous quality control program, there may be a few necessary last minute adjustments. We want to make sure that the required adjustments are identified and addressed as soon as possible. With the exception of back-ordered items and work that cannot be tackled because of the weather, we will complete all adjustments noted during the New Home Walk Through Orientation within 14 days.

#### **4. Scheduled Service Program**

In order to best serve you, Lakewood Homes has established a program of regularly scheduled warranty inspections at certain key points during your first year of occupancy. We have found it most effective and less disruptive to your busy schedule if we are able to schedule tradesmen into your home at concentrated key points.

Lakewood Homes has the following warranty inspection schedule for your new home:

- \* **Thirty days after Move-In** - To answer any questions that may have arisen during the first few weeks of living in your new home and to review any adjustments that may be necessary.
- \* **Six Months after Move-In** - To address any adjustments that might be necessary after your home has undergone one cycle of seasonal change - summer to winter or winter to summer.
- \* **11 Months after Move-In** - To address any adjustments that might be necessary after one complete cycle of seasons. Your new home warranty for workmanship and materials is for one year only and we want to make sure that any concerns are identified and addressed prior to the expiration of your warranty.

In the case of each of the scheduled warranty inspections, the procedure is very simple. As part of the package you received at your New Home Walk Through Orientation, you were supplied with three (30 Day, 6 Month and 11 Month) Warranty Request Forms along with stamped and addressed envelopes. Please complete and mail back the appropriate Warranty Service Request Form (i.e. 30 Day Service Request Form) noting any items in your home that you feel need attention. Upon receipt of your request, our Warranty Service Department will schedule a meeting with you at your home to review your concerns. The review by our Customer Service Superintendent can be scheduled for Monday - Friday between 8:00 a.m. and 5:00 p.m.

Our Customer Service Superintendent will review your concerns on an item-by-item basis and recommend the best course of action. In some cases, it is preferable to postpone adjustments until the home has undergone one full cycle of seasonal changes. In other cases, it is appropriate to effect adjustments earlier. For work authorized at each warranty inspection, our Customer Service Superintendent will issue work authorizations and schedule a convenient time to have the work completed. For your own protection and privacy, we do not permit workmen into your home if you are not present. As a consequence, we respectfully request your cooperation in coordinating schedules accordingly.

In order that we may monitor the performance of our subcontractors and suppliers in meeting your needs, upon completion of the work, you will be asked to acknowledge that the work has been satisfactorily completed.

Please note a couple of important points:

- \* In order to best serve you, we respectfully request that you document any concerns **IN WRITING!** We do not wish our service to you to be dependant upon verbal communications or subject to the possibility of miscommunication. As a consequence, we regret we are not able to accept verbal requests either by telephone or in person.
  
- \* We at Lakewood Homes have established this scheduled service program based upon years of experience in most efficiently meeting the needs of our home buying customers. The key scheduled warranty inspections have been established to coincide with the critical points in the "curing" process while minimizing the demands upon your own time. For non-emergency items that might occur, we respectfully request that you wait for the next scheduled warranty inspections before requesting service.

## **5. Emergency Warranty Requests**

Unfortunately emergencies sometimes do occur. In the case of Emergency Requests during normal business hours (Monday-Friday, 8:00 a.m. - 5:00 p.m.), contact your construction trailer number located in your Green Service and Warranty manual.

In the event that an emergency should occur outside normal business hours, please do not hesitate to call the appropriate subcontractor directly. For your convenience, a list of telephone numbers of the subcontractors to call in an emergency is included at the front of this manual. Please confine this procedure to emergency items only! Please understand and respect that our subcontractors have established this procedure for emergency items only. Any non-emergency calls made to a subcontractor under this emergency procedure may make you liable for a service charge from the subcontractor.

In the event of an emergency, we will make every effort to resolve the situation as soon as possible to minimize the inconvenience and possible damage. We will repair or replace any items supplied as part of the house under your original purchase agreement with Lakewood Homes. However, our warranty does not extend to consequential damage to personal property or to other items supplied or installed by others. In the unlikely event of such problems, you should refer any claims to your insurance company.

## **6. Homeowners Manuals and Warranties**

Your Customer Service Superintendent will review the operation and maintenance of your appliances, heating and air conditioning units, etc. with you. In most of these cases, the manufacturer provides the warranty directly to you as the homeowner. In the event of a problem, you should contact the appropriate service department directly.

Please take the time to read the manuals and return the completed warranty cards to the manufacturers. Please do not forget that, in order to initiate the warranty, it is important to complete and return the registration cards.

We recommend that you store the manuals in your permanent files for convenient reference.

## **7. The Lakewood Commitment**

The entire team at Lakewood Homes, Inc. is committed to ensuring your satisfaction with your new home. We are proud of our experienced, trained Warranty service staff and their dedication to serving your needs. We have established our warranty service procedures as a result of many years of experience in satisfying the needs of our home buying customers.

We sincerely believe that our satisfied homeowners are one of our greatest assets and it is a privilege to be of service to you. We are confident that Lakewood Homes' comprehensive Warranty service program combined with your own simple maintenance program will assure you many years of pleasure and enjoyment living in your new Lakewood home.

**Lakewood Homes, Inc.**

**A Maintenance Guide to Your New Home**

# A Maintenance Guide to Your New Home

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## **Introduction**

We at Lakewood Homes, Inc. would like congratulate you once again for your proud ownership of a new Lakewood Home. We are proud of the quality built into all of our Lakewood homes. We are also proud of our tradition of customer service and satisfaction.

All new homes go through an adjustment or "curing" process during the first few months of occupancy. In addition to our comprehensive warranty program, it is important that you as the owner of a new home institute a program of regular but simple maintenance to protect the value of your new home. This program of homeowner maintenance should start the day you move in to your home and is particularly important during the first few months of occupancy.

While this guide does not attempt to cover every eventuality, it covers many of the conditions that may be encountered in a new home and provides many helpful tips used by professionals to enhance your satisfaction of your new home. You will hopefully use this guide as a basis for your own homeowner maintenance program and as a reference resource if you encounter specific conditions.

We are confident that your homeowner maintenance program together with our comprehensive program of warranty and service will ensure your satisfaction and years of happiness in your new Lakewood home.

## **Protecting Your Home Investment With a Regular Maintenance Program**

In this guide, we try to cover all those parts of your home on which you should perform routine maintenance, especially during the first few years as your home establishes itself in its surroundings. Although there are many items that you should keep an eye on, we do not mean to imply that all these items require special maintenance. Each home is different, requiring different care at different times.

## **Your New Home and The Climate**

A new home undergoes a "curing" process as it adjusts to its surroundings and climatic variations. Except in the most temperate climates, during the first year of occupancy, a home experiences a vast range of temperature and humidity differences from summer to winter. It is generally preferable to wait until a home has undergone a full seasonal cycle before requesting permanent adjustments. You should also delay major decorating projects until you feel confident that the curing process is complete.

## **Landscaping and Grading**

Your yard is graded so that surface water drains away from your foundation and is consistent with the overall drainage pattern for your property in relation to your neighbors. These patterns should not be changed when you work on your yard or install landscaping. Drainage swales facilitating water run-off should not be leveled and should be kept clear of leaves and debris.

It is extremely important to maintain the slope of the ground away from your home. The backfill around your foundation will settle over the course of time and this settlement may cause low areas in which water may become entrapped against the foundation. Water entrapment near foundations is a prime cause of wet basements and high humidity problems in cold climates. During this settlement period, it is important to fill these low areas in order to maintain positive drainage away from the house. Similarly, it is unwise to plant shrubbery within two or three feet of the foundation because of water entrapment. Further, avoid lawn sprinklers from wetting the house and causing puddles to form alongside the foundations.

As in the case of backfill settlement, settlement may occur over trenches that were dug for sewer, water and utility services. It is similarly important to fill any depressions caused by settlement.

In spite of your understandable desire to beautify your yard as soon as possible, we recommend that you delay major landscaping projects until after the first year of occupancy at which time most of any settlement that is to occur will have taken place.

Your lot may be seeded or sodded in order to establish a stand of grass and to stabilize the lawn for erosion control. In the case of newly seeded/sodded lawns, it is imperative that the lawn be heavily watered particularly during the early morning hours until the lawn has "taken". Please review any specific lawn care directions listed at the end of this manual.

To prevent soil erosion, plant ground cover, grass or shrubbery on slopes and banks and direct water run-off to avoid the formation of gullies. Erosion caused by water running off the roof can be minimized by installing sod or rock from the foundation to well clear of the roof overhang. With gutters and downspouts, soil erosion can be minimized by the installation of splash blocks.

Before digging in your yard, make sure you know the location of buried electrical, gas, and telephone lines. If in doubt, your local utility company is normally very willing to locate the lines for you.

In the case of wooded lots, we are extremely sensitive to preserving the natural beauty of the environment. Further, in many cases, tree removal is carefully monitored and controlled by tree specialist under the jurisdiction of the local municipality. If you wish to remove existing trees from your property, take care to check with the local governing authority as unauthorized removal may result in a fine. Any trees to be removed should be cut to within 3" from the ground and the wood cut into manageable lengths for future handling.

## **Asphalt Drive**

Asphalt driveways are subject to movements for many reasons; the following are just a few examples:

1. Winter freezing and thawing.
2. Cars or trucks parked in the same areas for a prolonged period of time.
3. Allowing a moving van or heavy delivery truck to pull into or park on your driveway.

(Lakewood Homes will not repair driveways that have been damaged by the above causes or other forms of neglect.)

## Asphalt Maintenance

1. Fill cracks with recommended crack filler before you seal coat your driveway.
2. Wait at least six months to seal coat your driveway (for new driveways only). Seal coating must be done once a year for the life of your driveway.
3. Keep the driveway free from gasoline, motor oil and any other petroleum products. This will help prevent the breakdown of the driveway.
4. Do not drive or park near the edge of the driveway; this is the weakest part and is easily subjected to cracking.
5. Do not allow motorcycles and bicycles on the driveway during the hot summer months. Kickstands can create holes in the driveway.
6. Do not use harsh salt products in the winter to break down any ice that may form. Use kitty litter instead.

Unfortunately and despite our best efforts, in some cases, settlement may occur. In the event that the settlement affects drainage of your driveway (defined as depressions that hold more than 3/8" of water for a prolonged period of time), the affected area will be saw cut, removed and repaved once within your one year warranty period.

Replacement of the driveway or approach will not be considered unless the repair covers at least one third of the driveway or approach.

These steps will go a long way in keeping your driveway looking good and lasting for years to come.

## **Care For Your Roof**

High winds, snow and ice may cause damage to the roof. After heavy storms and each spring, it is advisable to check for water stains in the attic and on the roof overhang. Loose or damaged shingles should be repaired or replaced as soon as possible. Any damage resulting from severe weather is not covered by Lakewood's warranty program and should be referred to the insurance company handling your homeowner's insurance.

Avoid walking on the roof except when absolutely necessary. In addition to the obvious personal hazard, you may easily damage the roof. In hot weather, asphalt shingles become soft and the granules are easily damaged. The installation of antennas, the replacement of broken shingles, etc., are best performed by those who are experienced. If you do install an antenna, be sure to caulk any holes made.

Wood shingles and asphalt shingles require little or no maintenance unless they are physically damaged. After a period of years, the mineral granules coating the top surface of asphalt shingles may wear, exposing black felt. If this condition develops, the asphalt shingles should be replaced by a competent contractor.

It is the homeowner's responsibility to remove snow to prevent ice dams at roof edges. Melting snow, which is backed up by an ice dam, can cause leaks and severe damage to the roof and the home interior. Extreme caution must be used when removing snow to avoid damage to the roof. Gutters and downspouts require regular cleaning to avoid water damage caused by a clogged system. Leaves and debris should be removed by hand, leaf blower or by a professional contractor as may be most appropriate.

## **Exterior Finishes**

Exterior siding, which is exposed to the elements, is finished to slow down weathering and the rate at which moisture is absorbed into the material. Wood siding and all wood elements exposed to weathering have been sealed with two coats of paint. Exterior stains and paints are chosen for their durability and appearance but will fade after exposure to the elements. Fading is most noticeable if touch-up should be necessary as a result of localized repairs. Repainting of your home every few years is an inevitable homeowner maintenance item and should erase such fading contrasts. Before painting:

- \* Clean surface and remove mildew.
- \* Repair minor cracks.
- \* Let surface dry thoroughly.
- \* Choose a good quality exterior paint and follow manufactures' directions specifically for both application and surface preparation.

Treated wood, while being decay resistant, will normally stain and discolor unless adequately protected with a paint or stain finish. Surface cracking or checking is normal and will occur with stain or natural finish products on wood.

Remember, on most parts of the home, just keeping the wood dry will keep it from rotting. Most decay organisms require moisture.

Because wood is a product of nature, miters, end butted joints and other joined details will, in time, develop separation due to the nature of wood shrinkage. This is normal during the periods of change in temperature and seasons and especially changing moisture condition. After a full season, most of these occurrences should begin to minimize. Inspect the caulking around doors, windows, skylights and trim once a year. If a space develops at joints, corners or ends, you should apply outdoor grade caulking to correct the situation and touch-up with paint or stain as necessary. Use only quality caulking products which are specifically recommended for the materials being caulked.

It is easy to maintain the beauty of vinyl siding. Vinyl siding comes closer to being maintenance free than most exterior building products. Vinyl siding may become dirty just as does a freshly painted house or a new automobile or any other product which is exposed to atmospheric conditions. With very little effort, you can keep your vinyl siding clean. In most cases a heavy rain is sufficient to clean this product or you can wash vinyl siding with an ordinary garden hose. If neither rain nor hosing does a satisfactory job, follow these simple instructions which are based on a study conducted by the Vinyl Siding Institute on the efficiency of cleaning agents and their effects on the appearance of vinyl siding after two years of outdoor exposure.

### Normal Maintenance:

Wash using a soft cloth or ordinary long handled soft bristle brush. For textured surfaces, use only a soft bristle brush to avoid smearing the stain into the groves of the texture.

To wash an entire house, start at the top and work down to the bottom in order to prevent streaking. For difficult to remove dirt and stains, such as top soil, motor oil, lithium grease, crayon, felt-tip pen, caulking, lipstick, grass, bubble gum, mold and mildew, use readily available household cleaners such as those included in the following list. Follow manufacturer's instructions on use of cleaners.

Most cleaners are inefficient in cleaning stains such as pencil, paint, oil and tar. In these cases, you may wish to use a mildly abrasive cleaner, such as Soft Scrub, Ajax, Bon Ami, etc., but the use of any abrasive material could have a negative effect on surface appearance. Do not use cleaners containing organic solvents or other aggressive ingredients because they could affect the surface appearance of vinyl. Examples of such cleaners are: Chlorine bleach, liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish/cleaners.

Vinyl siding is made from organic materials and will melt or burn when exposed to a significant source of flame or heat. Homeowners should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from vinyl siding.

## Cleaners for Stain Removal of Vinyl Siding

Bubble Gum	Fantastic, Murphy Oil Soap; Solution of Vinegar (30%), water (30%) and Windex
Crayon	Lestoil
DAP (Oil-based caulk)	Fantastic
Felt-tip Pen	Fantastic, water based cleaners
Grease	Fantastic, Lysol, Murphy Oil Soap, Windex
Lipstick	Fantastic, Murphy Oil Soap
Lithium Grease	Fantastic, Lestoil, Murphy Oil Soap, Windex
Mold and Mildew	Fantastic; Solution of Vinegar (30%), water (70%) and Windex
Motor Oil	Fantastic, Lysol, Murphy Oil Soap, Windex
Oil	Soft Scrub
Paint	Brillo Pad, Soft Scrub
Pencil	Soft Scrub
Rust	Fantastic, Murphy Oil Soap, Windex
Tar	Soft Scrub
Top Soil	Fantastic, Lestoil, Murphy Oil Soap

\* Cleaning materials are listed in alphabetical order.

Surfaces of masonry and masonry walls, especially above ground, generally need no exterior treatment. However, masonry walls sometimes develop "efflorescence," a white, powdery substance. This can often be cleaned off with a stiff brush and water. If it does not respond, use one part muriatic acid to nine parts water. Rinse thoroughly before and after. If the efflorescence is green, use one part caustic soda to ten parts water. We recommend that a professional be hired to do this. CAUTION: If you decide to do this yourself, both muriatic acid and caustic soda are dangerous. Wear rubber gloves and goggles. Pour slowly into water to prevent splashing.

A stucco wall is not technically a masonry wall, but rather a frame wall with exterior portland cement plaster used in place of siding. There are several brand name stucco related products that require special care and maintenance. Check with the specific manufacturer for details. Stucco serves no structural purpose other than supporting its own weight, and acts only as a finished surface for the wall. Changes in weather from hot to cold may develop hairline cracks in the stucco. An attempt to patch these cracks may result in a noticeable color change because aged stucco darkens and the result is often less attractive than leaving the cracks alone. The stucco finish can become discolored and is a normal occurrence. To minimize discoloring, prevent sprinklers from soaking stucco areas and prevent mud and soil from splashing on the stucco.

## **Condensation**

During the first heating season, you will probably notice moisture condensation on your windows, and other surfaces directly exposed to outside air.

Condensation in new homes is generally not serious but is at its maximum during the first heating season. When your home was built, literally gallons of water went into it...into the concrete, the lumber, the tile work, the paint and so on. When your heating system is put into operation for the first time, it tends to draw moisture out of the lumber, masonry and other construction materials. When the moisture-laden air comes in contact with a cold surface, especially window glass, condensation occurs. It is important that this moisture be wiped away from the windows to prevent permanent damage to the window sash and finish. Generally, during your second heating season, your home will have "cured" to the extent condensation will no longer be a problem. The amount of condensation will depend a great deal upon your living habits, such as the amount of cooking, bathing, washing, etc., that is done in the home.

Do not let the condensation disturb you, but see that ventilation is provided whenever possible to bring this normal drying-out process to its conclusion as steadily as possible. It is desirable to have outside venting for kitchen, bath and utility areas. Do not, however, try to accelerate the process by creating extremely high heating temperature; it will only lead to an uneven drying which will exaggerate the effect of normal shrinkage.

## **Humidity**

During humid weather, lumber will absorb moisture and you may find doors and windows will swell, which may temporarily impair their operation. Do not be too quick to request adjustment; as the humidity drops, they will usually return to their original state.

Depending upon the humidity and temperature inside your home, you may have to adjust your swing doors periodically. This is done by adjusting the black catch located in the strike plate, attached to your doorframe. If the door, when closed, has too much play in it, loosen the screw and move the black catch inwards. Don't over-tighten the screw or you may break the black catch. If you have the opposite situation, use the same procedure but move the black catch out and tighten screw.

During periods of extreme humidity, you may notice moisture on foundation walls or floors. It may appear as though water is seeping through. When the humidity returns to normal, this condition will disappear. Also, during humid weather, your toilet tank may "sweat". As moisture is withdrawn, wood products will shrink. You may notice slight warpage of doors and the interior trim may pull away slightly from its fitted position. These usually return to their original position as the house "cures".

## **Doors and Windows**

Doors and windows have changed dramatically over the past decades. Instead of wood and putty construction, it is now most common to have self-sealing vinyl or rubber gaskets sealing in the windowpanes. These extrusions require little or no maintenance. Check all glazed openings for proper seals, broken glass or damaged screens. Once a year clean screens and lubricate moving parts. Check weather stripping for damage and tightness each fall. Tracks of sliding doors and windows should be cleaned at least annually and lubricated as recommended by the manufacturer. Check caulking at doors, windows and all other openings and joints between dissimilar materials, e.g. wood/masonry. Door closures, locksets and thresholds should be checked and adjusted as needed.

Inspect exterior doors each spring and fall for wear to see that weather stripping is tight or that vinyl/rubber stripping is glued or fastened tightly. The thresholds on both your front door and the garage service door are adjustable. They are equipped with adjustment screws to raise or lower the thresholds for better protection from the outside elements. Do not adjust the threshold so tight that the door does not open easily as you may rip off the weather seal on the bottom of the door.

If your front door lock or any other exterior lock is hard to open and close, you may have to spray a lubricant - such as WD40 - into the key hole. This will remove any moisture from the mechanical parts inside your lock.

Your bi-fold doors can be adjusted by raising or lowering the adjustment peg on the bottom of the door and sliding the door to either the left or right.

Some shrinkage and warping due to moisture/humidity changes is normal in doors and other wood parts. Typically, warped doors will return to normal as the season changes and often after the first year the problem will be minimal.

Garage doors and openers should be kept in good working order. For safety purposes, check all fittings, re-tighten if necessary, and oil the drive and mounting track for smooth operation. Cold weather may result in the garage door operator sticking or only partially closing/opening during the process. Do not manually release garage door until a check is made to make sure there are no obvious obstructions.

A garage door carries a great amount of weight and children should be warned against playing near a moving door or playing with the transmitters. Follow the manufacturers instructions to make any adjustments to door operators. DO NOT attempt to adjust overhead door coil spring tension. Tension bar spring assemblies are under extreme tension and can be very dangerous. Adjustments must be made only by professionals. Lakewood does not perform adjustments or provide warranty coverage on any garage door openers not supplied as part of the original house purchase.

## Insulation and Ventilation

One of the most important parts of your home is not generally seen. Insulation has been installed in walls and ceilings according to manufacturer's recommendations. Check to make sure the insulation in the attic is kept dry. Watch for areas of moisture. Ventilation will prevent reduction of the insulating values due to moisture. Proper attic ventilation has been provided in your home and it is very important that the venting system function as designed. Proper ventilation helps to cool the attic during the summer and reduces condensation and ice dam accumulation in the winter. Vents should be cleaned occasionally and should never be painted shut or covered with insulation.

Settling or shrinkage may occur in time and may slightly reduce the effectiveness of the insulation. For this reason, allowances are normally made at the time of installation to achieve specified insulation value after a period of settlement. In the event you wish to work under the roof and you have blown insulation, be careful to avoid disturbing the insulation resulting in heat loss.

Wall and ceiling insulation is normally protected with a covering layer of vapor barrier material, to prevent water vapor from penetrating the insulation and wood framing. Avoid penetration of the vapor barrier as much as possible. Water vapor will eventually migrate through the outside walls.

## Wall Construction

Your home's walls are constructed of 2" x 4" wood stud framing drywall covered with a gypsum wallboard known as sheetrock. The drywall is installed onto the framing members of the home using nails and/or screws. Butt joints are covered with a special tape, and then a joint compound is applied over the nail and joint areas to give the wall a smooth, even appearance.

During the first year, walls are subjected to stress as the framing members expand, contract and stabilize to their new environment. As a result, nail popping, minor cracking, especially in corners and at ceiling joints are unavoidable. These minor defects are usually simple to repair with the use of spackling or plaster compound or in many cases, a new coat of paint is sufficient. It may be desirable to delay major decorating or wallpapering until the curing process is complete as potential future nail pops or drywall seams could mar a newly decorated wall.

In drywall construction, you may notice artificial light will cast shadows on the ceiling and it will appear to be wavy or uneven. This is also true of some vertical surfaces, but not quite so noticeable as the ceiling. In as much as drywall material is of uniform thickness, it follows the contours of the wall or ceiling framing, which may not be perfectly true due to settling or slight movement of the construction lumber. In the event drywall repairs are authorized, we will paint the repaired areas. There is a strong possibility that these painted areas will not exactly match the existing wall paint due to fading of the original paint. We will attempt to match the original color as best as possible, but we will not repaint areas beyond the repair work.

Before repainting walls, it is important that the surfaces be properly prepared:

- \* Clean surface; remove mildew.
- \* Repair minor cracks with spackling compound.
- \* Reset nail pops in drywall, spackle, sand smooth.
- \* Let surface dry thoroughly.
- \* Sand enameled or varnished surfaces.
- \* Follow paint manufacturer's directions.

Choose high quality paint appropriate to the area you are repainting. Do not use acrylic paint on top of enamel or varnish, as it will not adhere. Use washable paints in areas subject to wear and tear, e.g. particularly kitchens.

## **Floor Coverings**

Most vinyl flooring products are resilient but will scratch, mar and dent under certain conditions. Shoes with metal cleats, protruding nails or spiked heels can quickly ruin the appearance of linoleum in a short period of time. It is further recommended that you cap the legs of tables and chairs that will rest on these surfaces.

As a general rule, all floor coverings last much longer if properly maintained. Regular cleaning will reduce floor covering wear dramatically because dirt, dust, sand and grit act as abrasives, actually wearing down the floor surface and cutting carpet fiber.

## **Resilient and Sheet Vinyl Floors**

General Maintenance and Guidelines:

Proper care and protection will keep your resilient and sheet vinyl floor looking its best and performing its best. Just how much attention it needs will depend on the type of floor you buy and on how much daily traffic it receives.

Keeping your floor clean and presentable involves three basic phases of care:

*Preventive Care* - to avoid dirt buildup and wear;  
*Damp-Mopping* - for general routine care; and  
*Washing* - to be sure the floor is really clean.

Preventive Care:

Only a few minutes of daily care can go a long way toward helping your floor stay looking its best. Here are a few tips to help you decide what to do and when.

- 1) When moving heavy furniture or appliances, use plywood or hardboard panels, and “walk” the furniture or appliance across the panel; or slip a scrap or carpet or rug face down under each leg, and slide furniture carefully to avoid scratching or gouging.
- 2) Asphalt compounds tracked in from driveways can also permanently stain resilient/sheet vinyl flooring. Place mats or throw rugs near outside doors to keep asphalt, dirt and moisture from being tracked in. (RUBBER-BACKED MATS WILL CAUSE THE FLOOR TO DISCOLOR IN TIME; COCOA FIBER MATS WILL SCRATCH OR MAR THE FLOOR AND AS SUCH NEITHER ONE OF THESE TWO TYPES OF MATS IS RECOMMENDED FOR YOUR FLOOR.)
- 3) Sweep, dust mop, or vacuum your floor daily to remove loose dirt before it can scratch your floor’s surface.

- 4) Wipe up wet spills as soon as possible before they dry. Remove dried spills with a damp cloth or mop.
- 5) If a spot or stain occurs, check the Stain Prevention/Removal procedures.
- 6) Use floor protectors on legs of furniture to minimize scratches and indentations. Caution: Roller-type casters on furniture may damage resilient/sheet vinyl flooring, and any warranty to their suitability rests with the caster/furniture manufacturer. Be certain that caster wheels or slides have a flat surface in contact with the floor. If they do not, we recommend that you change them, keep casters and floor protectors clean and in good working order to help prevent marring and excessive wear of the flooring surface.

#### Damp-Mopping/Washing:

When your floor starts looking slightly dirty all over -

- 1) Sweep or vacuum thoroughly.
- 2) Damp-mop with a sponge mop and warm water, pressing hard enough to loosen the surface dirt.
- 3) Do a small area at a time, wringing the sponge out frequently to be sure you are picking up the dirt and not just redistributing it.
- 4) For a large floor, change the water several times so dirt does not become re-deposited on the floor.

#### Stain Prevention/Removal:

Most substances that are likely to come in contact with any currently manufactured resilient and sheet vinyl floors will not leave a stain. Spilled liquids do not readily soak into these floors. However, special care should be taken to avoid spills and when they do occur, to remove them as soon as possible since certain substances such as mustard and iodine will stain resilient/sheet vinyl flooring.

#### How to Handle Spills:

Wipe up spills with a clean damp white cloth. Then, as soon as possible, wash the area with a good floor cleaner.

Some substances that may cause staining are listed on the following chart along with recommended removal instructions.

## Armstrong's Flooring Recommended Cleaning Procedure for Vinyl Flooring

<u>Stains</u>	<u>Clean Sweep</u>			
	<u>Urethane</u>	<u>Urethane</u>	<u>Vinyl No-Wax</u>	<u>Standard Vinyl</u>
Crayons/Lipstick	5, 4, 3	1, 5, 4, 3, 6	5, 2, 9, 6	13
Grape Juice/Wine	1, 3	1, 5, 4, 3, 6	1, 2, 6	13
Mercurochrome/Merthiolate	1, 4, 3	1, 5, 4, 3, 6, 12	4, 2, 12, 6	13
Mustard	1, 3, 4	1, 5, 4, 3, 6, 12	1, 2, 12, 6	13
Pen Ink	1, 3, 4, 5	1, 5, 4, 3, 13	4, 5, 2, 12	13
Permanent Marker	1, 3, 4, 5	1, 5, 4, 3, 13	2, 4, 13	13
Shoe Polish	1, 3, 4, 5	1, 3, 4, 5, 13	1, 4, 5, 2, 13	13
Hair Dye	1, 3, 4, 5	1, 5, 4, 3, 13	1, 4, 5, 2, 13	13
Paint and Varnish	1, 5, 4, 3	1, 5, 3, 12	10	13
Nail Polish	1, 7, 3	1, 7, 5, 3	10	13
Rust	1, 3, 4	1, 8, 3	1, 8, 6, 13	13
Cigarette Burns	10, 11	10, 11	10, 11	13
Tar/Asphalt	1, 3, 4, 5	1, 4, 3, 13	2, 4, 13	13
Black Heel Marks	3, 4, 5	4, 5, 3	4*	13
Other Stains	11	11	11	13

\* May dull finish and require refinishing with Shinekeeper.

FOLLOW CLEANING PROCEDURES IN ORDER AS LISTED ON THE ABOVE CHART UNTIL NO TRACE OF THE STAIN REMAINS.

1. Wipe spill with a damp, clean white cloth. (NOTE: If spill has dried, remove as much as possible with a tool that will not scratch the floor, like a plastic spatula or nylon pad. Never use steel wool or scouring cleansers on any urethane floor.)
2. Clean spill area with full strength Armstrong New Beginning on a clean white cloth as per label instructions.
3. Clean spill area using Armstrong Once 'n Done No-Rinse Cleaner on a clean white cloth as per label instructions.
4. Clean spill area with isopropyl alcohol (rubbing alcohol) and a clean white cloth.
5. Clean spill area with charcoal or cigarette lighter fluid, mineral spirits, or turpentine and a clean white cloth. Do not walk on area for at least 30 minutes.
6. If stain still shows, use a liquid chlorine bleach on a clean white cloth and repeat procedures 3 and 4 or 5.
7. Clean spill area with fingernail polish remover and a clean white cloth. Do not walk on area for at least 30 minutes.
8. Apply New Beginning to stain, let stand for 5-10 minutes. Scrub vigorously with stiff-bristle brush, wipe, rinse and let dry. If traces remain, rub with nylon pad dipped in solution of oxalic acid and water (1 part acid to 10 parts water). Caution, oxalic acid is poisonous.

**(Armstrong's Flooring Recommended Cleaning Procedure for Vinyl Flooring Continued)**

9. Apply Armstrong Shinekeeper floor polish to restore the shine.
10. The procedure depends on the construction for your floor. Please call your Flooring Dealer for instructions.
11. Call the Armstrong Consumer Line at 1-800-233-3823.
12. May experience a slight discoloration from common household stains.
13. Remove floor finish with a full strength New Beginning and reapply Shinekeeper as recommended.

## Congoleum's Flooring Recommended Cleaning Procedure

### Stain

Acids, Alkalis, Strong Soaps,  
Alcoholic Beverages, Catsup,  
Coffee, Food, Dye Markings, Fruit  
and Fruit Juice, Ink, Iodine, Vegetables,  
necessary,  
Mustard, Mercurochrome, Candy, Blood,  
Cleansers

Rubber Heel Marks, Shoe Polish,  
Scuffs and Smudges

Asphalt, Candle Wax, Chewing Gum,  
sharp  
Grease, Oil, Tar, Adhesives

Lacquer, Nail Polish

Rust, Mildew, Dye, Grass

Oil Base Paints, Solvents, Varnish,

Urine, Excrement

### Cleaning Procedure

Wash with wet sponge, or use Bright 'N Easy No -  
Rinse Cleaner or rub lightly with cloth moistened  
with 10 to 1 dilution of liquid bleach, rinse and let  
dry. Apply Bright' N Easy Floor Polish, if  
to restore the floor's luster.

Remove staining substance as quickly as possible  
with charcoal lighter fluid\*, or clean with Bright 'N  
Easy No-Rinse Cleaner, following label instructions.

Remove excess with a dull kitchen knife (avoid  
instruments that could scratch the floor). Rub lightly  
with lighter fluid.\* When dry, apply Bright 'N Easy  
Floor Polish, if necessary.

Blot up excess while wet. If necessary, rub lightly  
with cloth dipped in lacquer thinner, then rinse.  
When dry, apply Bright 'N Easy Floor Polish, if  
necessary.

Rub lightly with a 10 to 1 dilution or liquid  
bleach, then rinse. If rust stain does not respond,  
use a solution of cream of tartar or lemon juice.  
When dry, apply Bright 'N Easy Floor Polish, if  
necessary.

Take up at once with blotting action. Rub lightly  
Dry Cleaning Fluids  
with cloth or sponge and Bright  
'N Easy No-Rinse Cleaner. If film is dry, try to  
peel it off the floor.

Use Bright 'N Easy No-Rinse Cleaner. If the stain  
is old and does not respond, use a 10 to 1 dilution  
of liquid bleach, then rinse. When dry, apply  
Bright 'N Easy Floor Polish, if necessary.

\* CAUTION: Lighter fluid is a flammable solvent. Carefully read cautionary information on the label before use.

## Ceramic Tile

Ceramic tile can include glazed or quarry tile. Glazed tile is traditionally used for wall surfaces and has extra duty glazes for floors. The face of this tile is glazed with a glass-like substance fused to the body of the tile. Quarry tile is a heavy-duty product used mostly on floors and fireplace facings and hearths. It is ideal for hard use areas.

### Bath Areas:

Glazed tile in the bath area is subjected to more use than other areas and the simplest long-term maintenance is not to let surface soil build up. The easiest way to keep your tiled shower wall clean is to simply wipe it down with a towel after use. Soap scum or hard water film will not accumulate and mildew will not develop. Simply damp mop the floor.

When routine cleaning is required, use a good all-purpose cleaner and allow it to stand for about five minutes before lightly scrubbing with a sponge. Rinse well. If you have hard water, a good commercial tile cleaner will do the best job.

### General Areas:

Glazed tile in general areas (kitchens, family rooms, dining rooms, foyers and hallways, fireplace facings and hearths) require virtually the same steps for routine cleaning. However, heavy-duty cleaning is accomplished with any good household scouring powder and a sponge. (Important: When scouring with any powder, test a small inconspicuous area first to assure scouring action does not scratch or dull the glaze.) You can also use a good commercial tile cleaner or a good all-purpose cleaner with a nylon scrubbing pad. Rinse and wipe dry.

Routine cleaning of quarry tile requires mopping occasionally with any good popular household cleaner. Rinse thoroughly to keep dull detergent film from drying on the tile surface. Heavy-duty cleaning calls for a thorough scrubbing with a good all-purpose cleaner. Scrub vigorously using a more concentrated solution of this cleaner. Rinse completely. Use scouring powder for any stubborn spots which remain. Remember, quarry tile needs less maintenance as it ages.

### Bath Area Grout:

Mildewed grout joints may occur in tile installations in the bath area, especially the shower. Mildew thrives on splatters of body oils, shampoos and hair conditioners in the warm, humid darkness of poorly ventilated showers. Most times, a good mildew remover and cleaner or a vigorous scrubbing with a stiff brush and a good household cleaner will remove the discoloration. For stubborn stains, apply a paste of scouring powder with bleach, and leave it on for five or six hours. Then scrub, making sure to rinse thoroughly.

## STAIN REMOVAL FOR CERAMIC TILE AND GROUT

<u>Type of Stain</u>	<u>Stain Removal Agent</u>
Blood	Hydrogen peroxide or household bleach.
Coffee, tea, food, fruit juices and lipstick	Popular household cleanser in hot water followed by hydrogen peroxide or household bleach. Rinse and dry.
Fingernail polish	Dissolve with polish remover. If stains remain, apply liquid household bleach. Rinse and dry.
Grease and fats	Sal soda and water or Spic & Span and warm water.
Inks and colored dyes	Apply household bleach. Let stand until stain disappears, keeping surface wet continuously. Rinse and dry.
Iodine	Scrub with ammonia. Rinse and dry.
Mercurochrome	Liquid household bleach.
Mildew	Use a good mildew remover and cleaner for tile and grout. Or scrub tile with ammonia, scrub grout with scouring powder; wash with a bleach if needed. Rinse and dry.
Chewing gum, wax, tar	Using a wood blade scrape away bulk of material. Chilling material first, with an ice cube, will reduce smears and spreading. Remove remaining light residue with non-flammable paint stripper, following precautions on label. Rinse and dry.

## **Hardwood Flooring**

On hardwood floors, you may notice imperfections such as knots, variations of color and grain, which are characteristics of the wood. Never scrub hardwood floors with soap and water, as this can cause darkening, warping and even buckling. Hardwood floors must be cleaned and regularly maintained using the products recommended by the finish manufacturer. Wax finish is generally cleaned and re-coated with wax base products. Varnished floors require cleaning and re-finishing using compatible products. The seams between your hardwood flooring may open and close slightly as humidity changes. This, again, is unavoidable and no cause for concern.

All the wood in your home will contract or expand according to the moisture in the air. Doors and windows may swell and stick during rainy seasons. In dry, cold weather, cracks and fine lines of separation may appear in wall cabinets and furniture. This is a characteristic of wood because wood is a product of nature, and its natural quality is what makes it desirable.

Cracks - The same reaction to humidity or the lack of it is happening constantly in your wood floors. Tiny cracks between edges of boards may appear when unusually dry conditions are present and are most prevalent during the heating season. This can usually be REDUCED simply by installing a humidifier. With a more proper balance of moisture content in the house, both family and floor benefit from a healthier environment.

Squeaks - When interiors become damp in rainy weather, boards may expand so that edges rub together and produce a squeak. To correct this, first try lubrication such as a liberal amount of liquid wax between the boards. Another remedy may be to sift a small amount of powdered soap stone, talcum powder, or powdered graphite between adjacent boards where the squeak occurs.

Wood floors come in a variety of sizes and colors. However, there are basically two types of wood floors installs: solid wood floors, such as oak, maple, ash and many more, or laminate wood floors which have a wood veneer on top of either oak, pine, or fir layers. Basic types of finished on wood floors are wax or urethane based. Wood with these finishes can be pre-finished from the factory or jobsite finished.

### Routine Care:

Here are some basic rules that apply to all types of wood floor finishes:

- 1.) Dirt and grit are any flooring's worst enemy and that includes carpets and vinyls as well as hardwoods. Use dirt-trapping, walk-off mats at all exterior doors to help prevent dirt, grit and sand from getting inside the building. Throw rugs or small sections of carpet just inside the entrances are also helpful. (RUBBER-BACKED MATS WILL CAUSE THE FLOOR TO DISCOLOR IN TIME; COCOA FIBER MATS WILL SCRATCH OR MAR THE FLOOR AND AS SUCH NEITHER ONE OF THESE TWO TYPES OF MATS IS RECOMMENDED FOR YOUR FLOOR.)
- 2.) In kitchens, use area throw rugs at high spill locations and at work stations - stove, sink, refrigerator. Cotton is generally the best fabric since it is easily washed.
- 3.) Certain chemicals in wood oxidize in strong light, causing the wood to change color ("weather" or "age"). To avoid uneven appearance, move area rugs occasionally and drape or shade large windows in direct sun.
- 4.) Put fabric-faced glides on the legs of your furniture. They allow furniture to be moved easily without scuffing the floor. Clean the glides regularly since grit can become embedded in them. Some furniture may require barrel type roller casters as ball type casters may cause damage. Grey, non-marking rubber casters are the best. Avoid any type of plastic caster.
- 5.) Vacuum regularly, as often as you vacuum carpets; do not use a beater bar as a brush attachment works beautifully. Sweep or use a dust mop daily or as needed, but do not use a household dust treatment as this may cause your floor to become slick, dull the finish, or interfere with recoating.
- 6.) Never damp mop a wax finished wood floor. There are some finishes (i.e. urethane) that can be damp mopped and in these cases use minimum water because water causes dulling of the surface and long-term deterioration of the wood itself as well as the finish.
- 7.) Wipe up food and other spills immediately, using a dampened - not well - cloth if necessary. Then wipe the floor dry with another cloth or paper towel.
- 8.) Keep high heels in good repair. Heels that have worn down or lost their protective cap, exposing the steel support rod in the heel, will dent any floor surface, even concrete.
- 9.) A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves, electric and gas heat tend to create very dry conditions.
- 10.) In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating systems during the summer.

A waxed floor need only be re-waxed once or twice a year. It may be desirable to wax the floor slightly more often in drier climates, during the winter, and in heavy traffic areas. **DO NOT USE AN OIL SOAP OR ANY CLEANING PRODUCT WHICH MIXES WITH WATER OR HAS A WATER BASE.**

Buffing your wax finish hardwood floor between waxing will restore the original shine. Large heavyweight buffing machines impact a much higher shine to wax finish than small lightweight machines. Use a fiber bristle brush attachment only. For urethane finish floors, periodic damp mopping will suffice.

Because of the color of white and bleached floors, these floors are usually lighter than the soil that accumulates on them and, like white carpet or vinyl, are more susceptible to showing the effects of dirt and traffic than those with natural or dark stained finishes. Therefore they need - and deserve - more attention than others. Vacuum or sweep often. Wipe up liquid spills immediately. Follow the maintenance procedures recommended for the type of finish used (i.e. wax or urethane).

Something else you will probably notice with such finishes are separations between the flooring strips during dry seasons or long heating periods. The amount of moisture in the air causes wood to expand or contract. When humidity levels are low, the flooring will contract and the separations become more prominent than at other times. The contrast of a white floor surface causes even tiny separations to appear larger. However, this is a natural characteristic of wood and will occur with each heating season. The light-tinted or “white” floors may have some shading changes over time.

Wood floors that have become unsightly from years of wear or neglect can be restored to their original beauty. Machine sanding of solid wood floors removes the old finish and exposes new wood. Machine screening of laminate wood products removes the old finish. With the application of a finishing material, floors are like new again. While the highly skilled home craftsman may want to undertake the task of refinishing, it is usually advisable to have a professional floor re-finisher do the work to be assured of best results.

Unpainted concrete floors may be cleaned with 4-6 tablespoons of washing soda per gallon of water. Use only special concrete sealer or paints on concrete floors.

## **Marble Flooring**

Marble’s natural beauty can be preserved when properly maintained. Marble should receive the same care and consideration that is given for wood finishes.

### Preventive Care:

- 1.) Place mats or throw rugs near outside doors to keep asphalt, dirt and moisture from being tracked in.
- 2.) When moving heavy furniture or appliances, use plywood or hardboard panels, and “walk” the furniture or appliance across the panel; or slip a scrap of carpet or rug face down under each leg, and slide furniture carefully to avoid scratching or gouging.
- 3.) Sweep, dust-mop, or vacuum your floor daily to remove loose dirt before it can scratch your floor’s surface.
- 4.) Wipe up wet spills as soon as possible before they dry as they may stain the marble permanently, marble being a relatively porous product.

- 5.) Use floor protectors on legs of furniture to minimize scratches and indentations. CAUTION: Roller-type casters on furniture may damage marble, and any warranty to their suitability rests with the caster/furniture manufacturer. Be certain that caster wheels or slides have a flat surface in contact with the floor. If they do not, we recommend that you change them, keep casters and floor protectors clean and in good working order to help prevent marring and excessive wear of the flooring surface.

#### Normal Maintenance:

Normal maintenance involves only periodic washing with fresh clean water and mild alkaline cleaner. "Soapless" cleansers are preferred because they minimize streaking and filming. Mild phosphate-free biodegradable liquid dish soaps (ivory) or soap flakes or powder are acceptable if rinsing is thorough. Marble surfaces should be first wetted with clean, hot (not boiling) water. Then using the cleaner solution, work in small overlapping sweep.

Rinse thoroughly with clean, fresh water to remove all traces of soap or cleaner solution. Change the water in the rinse pail frequently. Dry with soft cloth or cotton-flannel, and allow to thoroughly air-dry before applying any top dressings.

When marble is thoroughly dry, a top dressing such as Multi-Seal may be applied.

Marble that has become scratched or stained to the point where the above cleaning and maintenance instructions will no longer work will need to be cleaned and polished by a professional Marble Restoration Company.

## **Carpet**

Carpeting maintenance requires regular vacuuming and removal of spots for longevity. Heavy objects resting on carpet should be periodically moved to avoid matting and permanent markings. Regular vacuuming is the basic key in removing soil from the pile. You can never over-vacuum a carpet. Shedding is normal in new cut pile carpets. The amount of fiber loss is of no consequence. Regular vacuuming removes the loose fibers without harming the carpet. Hallways, family room, and stairs obviously need more frequent vacuuming, as these frequently receive the most traffic. Use a vacuum cleaner that has a "beater-bar", as well as frequently changing the direction of the vacuum strokes. This loosens soil and stimulates the pile. A vacuum which employs only "suction" does not clean as thoroughly or enhance your carpet appearance. If you will follow these simple procedures, you can keep your carpet at the appearance level you expect.

Shift the location of furniture from time to time. On the areas indented from furniture or heavy objects, brush the indented area or use a grooming tool to loosen or stand the crushed tufts upward. Holding a steam iron several inches above the carpet surface, steam the dented area lightly and brush the tufts upward with your fingertips. DO NOT LET THE IRON TOUCH THE CARPET.

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. This can be delayed by:

- a.) Frequently removing dirt by vacuuming.
- b.) Regularly changing air filters in heating and air conditioning systems.
- c.) Keeping humidity and temperature from getting too high.

- d) Reducing sunlight exposure with window coverings or sunlight filter materials.

Dust, pollen, smoke, cooking vapors and other air transported materials will settle on any floor. Where air is forced through the carpet under doors, by air conditioning outlets, etc., soil will deposit in streaks or spots (filtration marks). A professional cleaning company who specializes in this type of cleaning needs to be contacted. However, the condition will reoccur until the air flow is corrected.

Pile becomes crushed or compacted with use. Vacuum against the lay of the tufts with a beater-bar machine or brush with a pile groomer to lift and restore the crushed pile.

Entrance mats control the spread of soil where it begins. If you place track-off mats at the entrance areas of your home and keep them clean, you will control the soil at that point, thereby not bringing it through the house.

Liquid spills should be attended to quickly before they become "stains". With some exceptions, if you know what has been spilled on your carpet, and you act quickly to remove it, it will not have a chance to become a "stain". Always "blot" a spill up (working from the edge to the center). Never rub, this just spreads the liquid to other areas. Use a clean (white if possible) absorbent cloth.

Successful stain removal requires the use of enough water and detergent to lift out the staining material, but do not attempt to do it all in one step. Repeated wetting and blotting works better and avoids wetting the carpet pad. For especially stubborn stains, consult a professional carpet cleaner.

Many modern day household chemicals serve to improve our lives. However, they may also cause mysterious spots when they come in contact with carpet or other dyed fabrics. Depending on humidity and temperature conditions, these discolorations may not appear until several days or weeks after the carpet was exposed to the chemical. The only way to protect the carpet is to take special precautions to prevent any contact with these chemicals. Here are some of the common culprits:

**\* WARNING:** Household chemicals may "spot" your carpet.\*

- Bleaches - Chlorine bleaches, mildew killers and swimming pool chemicals (which can be tracked into the house by unknowing swimmers) will cause yellow spots.
- Acne Medicines - Most acne medicines and some skin products for humans and for pets contain benzoyl peroxide, which is a strong bleaching agent particularly in the presence of high humidity or moisture. Hand or facial residue can be unknowingly wiped onto the carpet. It is recommended that a strong soap be used by the acne medication user to make certain that no residue is left on the hands or face.
- Household Cleaners - Tile, toilet bowl, drain and oven cleaners contain strong acids or alkalis which can weaken the carpet fiber and cause color "bleeding". Exercise caution when using these cleaners around carpeted areas.
- DMSO - Dimetnysulfoxide, which is commonly used for pain relief in medicines for arthritis, back problems, athletic injuries and muscular aches, can cause rapid loss of color on carpet due to its solvent action.

Insecticides and  
Pesticides -

Products most often involved contain Malathion, Diazinon, Dursban, Vapona, and include some pet shampoos and flea and tick collars. We strongly recommend that any indoor use of pesticides be done only by a qualified Pest Control Operator.

Plant Foods -

Liquid plant food spills or leakage from flower pots can cause discolored spots. These typically start at the carpet backing and progress to the carpet surface, sometimes not apparent for months.

**TIP:** READ THE WARNING LABELS on all household products before use since many contain chemicals harmful to carpet and other fabrics.

### 3M SCOTCHGARD RECOMMENDED STAIN REMOVAL PROCEDURES

Beware of Color Destroying Substances. The chemical contained in these substances can cause your nylon or nylon blend carpet to become permanently discolored. These items are not covered by the Scotchgard Stain Release warranty.

* acne medications	* urine and vomit (if not properly neutralized and removed)
* and skin creams	* plant foods and fertilizers
* bleaches	* insecticides
* toilet bowl cleaners	* furniture polish
* tub & tile cleaners	* bathroom cleaners
* drain cleaners	
* oven cleaners	

Clean spots and spills immediately.

- Give prompt attention to spots and spills for best results.
- Use a spoon or dull knife to remove solid materials.
- Blot up liquid spills with a white towel.
- Never rub, scrub, or use a brush. This may cause damage to the carpet fibers.
- Use a cleaning agent and procedure appropriate for the type of stain being removed.
- Apply all cleaning agents to a cloth rather than directly to the stained area to avoid saturating the carpet when spot cleaning. Clean the fibers, not the backing.
- Do not rush. Deep stains might require repeat cleanings because they can “wick” back up after an initial cleaning.
- Work from the outside to the center of large stains. This prevents spreading.

Use dry cleaning fluid to remove the following stains:

Butter	Glue**	Nail Polish
Calamine Lotion	Grease (black)	Ointment
Cooking Oil	Gum**	Oil
Cosmetics	Hand Cream	Oil Paint
Crayon	Ink	Rouge
Felt Tip Marker	Lipstick	Salad Dressing
Furniture Dye	Margarine	Tar
Furniture Polish (oil based)	Mascara	Varnish
	Mayonnaise	Wax**

\*\* Freeze and remove solids before cleaning with dry cleaning fluid.

Oil based stains require a solvent (dry cleaning fluid) for effective stain removal. Dry cleaning fluid (such as Carbona or Energine) is available in most hardware and grocery stores. Follow the manufacturer’s directions. If stains remain after cleaning attempts, proceed to the “Easy as 1-2-3” cleaning method.

Stains from all non-food items are excluded from warranty coverage.

## **“Easy as 1-2-3” Cleaning Method**

Most household stains can be removed using our Scotchgard “Easy as 1-2-3” cleaning method. Oil based stains, however, will require the use of a dry cleaning solvent prior to using the “Easy as 1-2-3” cleaning method.

### **Step 1:**

Mix 1 teaspoon of non-bleaching dry powder laundry detergent (non-bleaching brands such as Tide or Surf) with 2 cups of water. Stir the solutions gently. Using a clean white cloth, dampen the fibers in the stained area with the detergent solution.

- \* If necessary, use your fingertips to work the solution to the base of the stain.
- \* Re-wet the stained carpet fibers with clear, lukewarm water.
- \* Repeat the rinsing/blotting procedures until you are sure all traces of the detergent have been removed.
- \* If the stains are removed, place white paper towels over the stained area.
- \* Weight the towels with a heavy, color-fast object such as plastic wastebasket with a weight inside.
- \* Change the paper towels as stains wick up until the area dries.
- \* If stains remain (unless they are from coffee, tea or urine), proceed to Step 2. For coffee, tea and urine stains, proceed directly to Step 3.

### **Step 2:**

(Note: Do not use on coffee, tea or urine stains.)

Mix 1 tablespoon of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water. Apply this solution as outlined in Step 1, rinsing the area in the same manner,

Note: Even if stains disappear after using the ammonia solution, it is necessary to use Step 3 -- the vinegar solution -- to neutralize the ammonia solution.

### **Step 3:**

Mix equal parts of white vinegar and water. Apply this solution as outlined in Steps 1 and 2. Rinse and blot. Fold paper towels and place over the stained area. Weight towels with a heavy, colorfast object such as a plastic wastebasket with a weight inside. Continue to change paper towels until the area is almost dry. Gently brush pile to lift tufts. Allow carpet to completely dry before walking on carpet surface.

Note: You must use Step 3 if you first used Step 2. It is important to neutralize the ammonia solution.

Use the "Easy as 1-2-3" cleaning method to remove the following stains:

Alcohol/Cola	Graphite	Tea**	
Beer	Cologne	Gravy	(Omit Step 2 -- ammonia)
Blood	Cranberry Juice	Ice Cream	Tomato Juice
Candy	Food Stains (general)	Jelly	Urine
Catsup	Latex Paint	(Omit Step 2 -- ammonia)	
Fruit Juice	Fruit Punch	Liquor	Vomit
Chocolate	Furniture Polish	Milk	Water
Chocolate Milk	(Water-based)	Soft Drinks	Water Colors
Clay	Grape Juice	Soil Spots	Whiskey
Coffee**	Syrup	Wine	
(Omit Step 2 -- ammonia)*			

\* If the stain persists, add the vinegar/water solution outlined in Step 3 with the detergent solution outlined in Step 1. Follow Step 1 procedures.

\*\* Stains from these and all non-food items are excluded from warranty coverage.

## **Kitchen**

Cabinetry includes kitchen cabinets, vanities, desks, bar cabinets and towel and linen closets. Your cabinets have been finished for lasting appearance and value. Cleaning of cabinet facings should be done with mild soap and water or special cleaners as recommended by the manufacturer. Avoid abrasive cleaners. For best results, select a commercial product intended for high quality cabinets when restoring or bringing back luster to original finish. Over time, due to grease, dust and dirt accumulation, cabinets can appear dull or may have stains from moisture exposure. Most cabinet manufacturers will recommend sponging off the cabinet face with ammonia water or using a product such as "Panel Magic" to restore full luster. If necessary, cabinet doors can be adjusted by simply loosening the screws and re-aligning the door.

Countertops of laminated plastic are finished to withstand normal wear, but not scratching or marring. Occasionally stains may occur that need to be removed. A foam-based commercial cleaner is recommended for porous finishes. Again, soap and warm water may be used for cleaning, but may need to be rinsed twice to avoid film build-up. Abrasive cleaners should never be used.

Placing hot pots and pans on laminated plastic surfaces will result in burn marks that cannot be removed short of replacement of the entire countertop. Only ceramic tile tops are generally capable of withstanding these temperatures without marring.

Laminated plastic tops obviously require caution to avoid scratching and chipping. Even if your laminated plastic top looks like butcher-block, it is subject to damage if used as a cutting surface without protection.

Wooden chopping blocks are subject to much abuse and must be given special care. You can protect a chopping block from spills by coating it with a thin film of olive oil, allowing the oil to soak for a few minutes and then drying with paper towel. If your chopping block becomes stained, sand lightly with a fine grade sandpaper and re-oil. Do not use the chopping block for twenty-four hours after oiling. Odors of onion, garlic or other pungent foods may be removed from chopping blocks by scrubbing the block with a slice of lemon, sprinkling lightly with salt and wiping immediately with a paper towel.

## **Bathroom**

Bathroom fixtures may be china, enameled steel, fiberglass, cultured marble, or other man-made products. Regular cleaning prevents soap scum build up and discoloration. Never use abrasive cleaners and use caution to prevent surface scratches.

Because the bath tub unit is installed prior to drywall, it is a permanent unit. The only homeowner remedy for a scratch is a touch-up kit available from the manufacturer. Removal of such units is not only inconvenient and messy, but also very expensive. Wax based commercial products are available to restore the surface to its original high luster, but may not be a remedy for covering mars, scratches or chips.

Glass bottles or metal accessories should not be placed in the tub or near the bay area. A dropped glass object is both a safety hazard and potentially damaging to the surfaces of the unit.

Grouting around the edges of bathtub and sinks will crack and come out. This is an important homeowner maintenance item, as spilled or splashed water can cause serious damage to a finished ceiling below a bathroom. Normally, a periodic inspection and re-grouting of these areas will prevent costly repairs. You should seal the grout with a silicone grout sealer shortly after you move in to your home and then periodically as necessary.

Specialties, such as mirrors, medicine cabinets, shower doors, tub enclosures and skylights are manufactured to perform and function with little maintenance. Normal cleaning is generally sufficient to maintain them. For safety reasons, it is recommended that all fasteners be tight and mountings secured. Normal use of enclosures may require door and track adjustments at some future time and should be checked periodically for alignment to ensure long-lasting and effective service.

## **Plumbing and Drains**

Plumbing installations in your new home seldom cause trouble. Faucet packings will fail after considerable time and use, however, and their replacement is one of the most common of household tasks. The world's best preventive maintenance for plumbing failure is to avoid discarding any clogging materials into sinks and toilet bowls. Do not pour grease down your drain and remove hair and lint from sinks to avoid clogging.

To prevent the build up of residual grease and soap, it is as well to perform a simple monthly maintenance routine; run hot water through drain, add three tablespoons of washing soda, add a little hot water, let stand for 15 minutes; then flush by running water. Do not use lye or its derivative with plastic piping.

It is possible that the outlet from your dishwasher empties into your garbage disposal. Do not permit the accumulation of food in the garbage disposal to cause a blockage when operating your dishwasher. If your garbage disposal becomes blocked when grinding food waste, consult the manufacturer's maintenance manuals - normally there is a reset button located on the disposal.

To properly maintain the garbage disposal:

- \* Do not load the disposal before starting.
- \* Do not use commercial drain products.
- \* Use cold water at all times when the disposal is operating.
- \* Grind ice cubes to clean, lemon peels to sweeten.
- \* Check and tighten drain trap connections as may be necessary after frequent use.
- \* Read your maintenance manual.

If your toilet runs continuously, remove the cover from the water tank. You will likely see that water above the overflow pipe is causing this problem. On top of the valve inside the water tank there is a screw to adjust the water level.

During freezing weather, frost proof faucets are not frost proof unless hoses and other appliances are disconnected prior to freezing weather. The most common cause of burst water pipes is a frozen frost proof faucet which has not been allowed to drain properly. Prior to winter freeze up, turn off the appropriate knobs that have been pre-marked for you and demonstrated during the New Home Walk Through Orientation of your home.

It is normal for an exterior sillcock to drip some water after use. The seal which actually turns off the water is located 12 inches inside the house. Consequently, when the water is turned off, the water in the chamber will continue to drip to the outside until the chamber is empty. Over-tightening the handle will cause you to destroy the seal.

If your home is built on a concrete slab, you may notice an odor coming from one of your floor drains. This is due to normal evaporation of water from the trap in the floor drains. To solve the problem, merely mix one part household disinfectant with nine parts water and pour at least a gallon of the mix directly into the drain. Repeat this process as part of your regular maintenance to prevent re-occurrence. A cupful of the same mix will avoid similar problems with your garbage disposal.

Your hot water tank has a 40 gallon capacity. When the forty gallons of hot water is used, you must wait for forty more gallons of fresh water to be heated. The red dial located on the lower part of your tank is a temperature setting only - it will not increase the capacity of your tank! Always test the water before using, as water that is too hot may scold or injure. It is recommended that you drain your hot water tank once a year as part of your regular maintenance. Read your maintenance manual for more information.

If you install a water softener, you will also be temporarily adding solder and flux to your plumbing system that could potentially damage replaceable valves in your sinks and exterior sillcocks. To avoid such problems, immediately after installation of your water softener, remove the aerators for all of your faucets. Turn on all faucets and outside sillcocks and allow the water to run about 15 minutes to flush out any solder and flux from the system.

## **Finish Millwork, Trim and Hardware**

Interior finish millwork such as doors, trim, stair materials, paneling and beams have been finished with a sealer to prevent deterioration. Be sure that woodwork near moisture areas (bath and windows) has been sealed and maintained.

Any moisture due to condensation, spills or leakage should be wiped up at once to prevent discoloration. Neglected moisture can loosen the finish from the woodwork.

Shrinkage in interior finish trim is normal. A putty-stick in a matching color will easily touch-up cracks or separations.

Most hardware is permanently finished and needs little maintenance other than cleaning and oiling. Flashings, planter liners, exhaust fan venting and soffit louvers are made of materials that resist rust and deterioration and little maintenance is needed beyond painting. An occasional drop of lubrication will keep locks and latches operating freely.

## **Fireplaces**

Your fireplace will give you many hours of pleasure and requires very little attention in return. Here are a few tips for the best use of your fireplace.

Burn dry and seasoned hardwoods and logs. Do not burn Christmas trees, holly wreaths, cardboard boxes or other highly flammable materials which can make a flash fire that exceeds the capacity of your fireplace or flue system. Never use charcoal lighter fluids, kerosene or gasoline in the fireplace.

Most fireplace hazards are user generated rather than the fault of the equipment. If your fireplace is a manufactured unit, read the manufacturer's instructions carefully. All fireplaces should be protected with a fireplace screen and a bar grate or basket grate to hold logs. Hoods, canopies, and screen and glass fronts can become hot from the fire. Children should be specifically warned of the danger of touching hot surfaces on or near the fireplace.

Make sure the fireplace damper is open prior to operation and preheat the chimney flue by placing a lighted piece of crumpled paper in the flue prior to lighting the fire. In order to "draw" properly, it is important that the fireplace have adequate ventilation. Modern houses are built "tight" to prohibit air infiltration from the outside. If your fireplace is not equipped with a specific air intake device for combustion air, it may be necessary to open a window in order to provide sufficient ventilation.

Your fireplace experiences wide ranges of temperature differences. The temperature difference between the inside of the fireplace and the room temperature may be several hundred degrees. Under these extreme temperature differences, varying expansion of brickwork may cause hairline cracks. This is due to the inherent expansion properties of brick and mortar and no known cure exists.

When soft coal or fireplace logs are burned for a long period, soot will accumulate inside the chimney. It is important that you do not permit the excessive accumulation of soot in the chimney flue. Under prolonged heat, the soot may ignite and an intensely hot "chimney fire" will result until the carbon is burned away. The roar of the fire and flames can belch out of the top of the chimney. This should be avoided as serious damage may result to chimney and home. If a chimney fire should occur, nearby roofs should be inspected immediately for live sparks and the attic should be checked for overheating.

Occasionally inspect the flue with a flashlight for heavy soot residue. If you have a brick or clay like flue, not metal, an occasional handful of salt or commercial flue cleaner tossed onto the fire will help remove the soot. When the soot accumulation becomes thick, have your fireplace and flue professionally cleaned.

In order to prevent heat loss up the chimney, close the damper when the fireplace is not in use. Similarly, if your fireplace is equipped with its own outside combustion air intake, close the intake damper.

## **Foundations, Walks and Drives**

Concrete by its very nature develops shrinkage cracks over time. Even reinforced concrete floors, aprons, patios, steps, walks, driveways and porch slabs may develop hairline cracks with age. This condition is normal and can be expected despite all precautions taken during installation.

Cracks in concrete can be repaired. Simply choose an appropriate caulk or portland cement bond material that will adhere to concrete and re-grout or seal obvious cracks.

Another frequent problem is pitting or flaking of concrete driveways and garage floors caused by melting snow mixed with salt from cars. When possible, avoid parking salty, wet cars on driveways and concrete surfaces. Never use salt based ice removers and seal concrete regularly. Snow removal should also be done with care to prevent damage to walks. On concrete, asphalt or brick walks and driveways, use "kitty litter" during winter conditions to avoid permanent damage to top surfaces. Seal-coating of your asphalt driveway on a yearly basis will extend the life of the driveway.

Stone walls, walks, treated timbers and fencing may shift due to frost leaving the ground in the springtime and soil settlement. This is normal and some movement is to be expected with these products. Exterior fences and decks should be treated annually with a sealant to prevent splitting, warping and bowing. Gaps and normal shrinkage is unavoidable.

Frequently check landscapes and walls and fill for soil erosion and depressions. Check driveway and walks for cracks and soil erosion. Fill and mend as needed.

Basement home drain tile systems and sump pumps generally provide the only reliable system to insure a dry basement. An adequate gutter system with properly drained downspouts, along with a well maintained surface drainage system are also normally necessary to avoid basement water problems. The surface water must have positive drainage from the entire foundation at all times.

Certain soil conditions or changes in subsurface water table levels may cause changes in the water content of soils around foundations over time.

## **The Heating and Cooling Systems**

Your heating and cooling system requires, at minimum, seasonal maintenance to be performed. This normally involves lubrication of motors and pulleys, cleaning of heat exchangers, and changing filters. Filters then must be changed frequently during the heavy use season. Refer to the manufacturers instructions for specific maintenance schedules.

Most homes require seasonal adjustments to the heating and cooling distribution system to balance the system. Normally, this involves opening the warm air registers in the lower levels and partially closing them in the upper levels during the heating season and reversing the process during the cooling season. Some systems are designed with zone dampering systems which may also be adjusted for proper balancing. With a little experimentation, you can balance the heat and cooling to the prime areas of your home and also save energy by reducing the supply to the lesser used areas. In addition, some systems are designed to allow continuous fan operation. Again, see the manufacturer's instructions. Do not block registers and return ducts with furniture, drapes, etc.

If your heating, ventilating or air conditioning system should stop operating, check the following before requesting service.

1. Tripped circuit breaker.
2. The furnace or cooling unit switch (usually next to the appliance) is switched "off" or there is a blown fuse near the switch.
3. The thermostat is incorrectly set to "off" or wrong setting..."heating or cooling."
4. The pilot light is out.

During normal operation of your furnace, the furnace filter removes dust particles from the air circulating through the furnace. A clogged furnace filter will restrict air flow and cause undue hardship on the furnace motor. It is important that you clean or replace the furnace filter every 30 days during the winter months. Also refer to manufacturer's directions for regular cleaning instructions.

## **Electrical System**

The wiring in your new home has been designed and installed to meet local and national codes and safety standards, and is divided into circuits to carry ordinarily anticipated loads. It is a good idea to learn the extent of each of your circuits, so that you will not over-load any one of them. Avoid the bad practice of plugging in too many branches into one receptacle.

Circuit breakers are used in your home and are located in the electrical box. A circuit breaker acts just like a fuse, but it does not have to be replaced, just reset. It looks like a light switch and all the circuit breaker switches should point toward the center of the box. If one is not in this position, snap it all the way toward the outside of the box and then back to the center.

A circuit breaker seldom "cuts out" unless something in the circuit is faulty. Be sure you determine the cause for failure, and make the necessary correction. Ground fault circuit interrupter (GFCI) circuit breakers are provided, for your protection, in areas where you might come into contact with water.

Most electrical problems are caused by faulty condition of lamp or appliance cords, extension cords and plugs. Replace at first sign of wear and/or damage. Be cautious of small household appliances. If you experience a slight tingling shock from handling or touching any household appliance, disconnect the appliance and repair.

In the bedrooms and living room, one or more of the electrical outlets may be controlled by the wall switch. Generally, only the top portion of the outlet is controlled by the switch; the bottom portion always remains "on." If an outlet does not appear to work, try the switch.

## **Appliances**

Appliance manufacturers furnish operating instructions and information on trouble-shooting appliance problems. These instructions will provide you with valuable information on the safe operation and maintenance of your appliances.

If you suspect a gas leak at the meter or any appliance, soapy water brushed on couplings or connections will produce bubbles indicating there is a gas leak. Do not take chances. Call the utility company.

Fans need to be regularly checked and cleaned by vacuuming air intake grills and washing filters with soapy water. To properly function, all fans need to be free of obstacles, dust, dirt and lint.

## **Winterizing Your Home**

Each fall you should perform the following checks to ensure your home is prepared for the onset of cold weather.

- \* Furnace: Forced air systems: check or replace filters.  
- Cycle the furnace to be sure it operates.
- \* Plumbing: Drain water from exterior faucets and pipes. Store hoses and remove from faucets.
- \* Windows  
& Doors: Check sashes and frames, repair or replace weather stripping and caulking.
- \* Fireplace: Make sure damper works and chimney draws. Check and clean flue if necessary.
- \* Gutters &  
Downspouts: Check for and remove leaves and other debris that might cause clogs.
- \* Sashes and Doors: If insulated glass fogs, replace it.
- \* Fill settled areas and depressions around the foundation to maintain proper slope for drainage.
- \* Asphalt or concrete driveway - treat as necessary, repairing cracks.

## **In Conclusion**

We have given you a quick walk through and a general overview of the maintenance requirements of your new home. We hope you will find this Guide helpful in the years to come as a ready reference and guide to maintaining and caring for your new home.

It is obviously not possible to cover all the aspects of every home. It is quite possible that several of the suggested maintenance routines may not be applicable in the case of your specific home.

The benefits of good care and maintenance are many. Your understanding and ability to care for the routine items needing attention in your home will save you time and money and ensure your satisfaction with your new home.

We wish you many years of happiness and carefree living in your new Lakewood home.

# LAKEWOOD HOMES

## EMERGENCY PROCEDURE

If an emergency occurs during normal business hours (Monday – Friday, 8:00am – 5:00pm) Please contact your Customer Service Office. This number is located in your Green Lakewood Homes Service & Warranty Manual which was provided to you at closing.

Should you experience an emergency situation after normal business hours or on a Saturday or Sunday, please contact our Lakewood Homes Emergency phone at (847) 884-9886 Your emergency call will be forwarded by our answering service to one of our Customer Warranty Superintendents.

Lakewood Homes appreciates your understanding and respect of this emergency service. With this in mind we would like to make you aware of what constitutes an emergency condition:

No Heat  
Plumbing Leak / Sewer Back – up  
Plugged Toilets - (1 Clogged Toilet is not considered an emergency)  
Electrical Problems – No Power – Call Com Ed first  
Gas Leak – Call NiCor first

Thank you for your understanding!

Lakewood Homes  
The American Dream Builder™

## **Great Service is Just a Click Away!**

Need warranty service? Now submitting a request is easier than ever. Just log onto [www.lakewoodhomes.com](http://www.lakewoodhomes.com), and fill out a request form online.

### **Instructions On How To:**

Once you have logged on to the website, locate Homeowner Services on the navigation bar at the top of the screen. Using the pull down menu, click on Warranty Center. Here you will find everything you need to know about Lakewood Homes comprehensive Warranty Service Program.

To submit a service request or warranty claim, just click to open the online form. You will be asked to provide contact information and to briefly describe the warranty item. If you prefer, you can also print out our standard service request form, fill it out and mail it to our office.

### **Any Questions:**

Please feel free to contact the construction phone number listed in your Green "Service and Warranty Manual", provided to you at your Walk Thru Orientation or contact your Lakewood Homes Customer Warranty Superintendent.