Dear D·R·Horton Homeowner,

On behalf of everyone at D·R·Horton, we extend our best wishes to you for many years of happiness and fulfillment in your new home.

We also want to express our sincere, personal appreciation for your decision to purchase a home from D·R·Horton. We are confident that it will be a continuous source of pleasure for you and your family.

We are excited to provide the very best in new home value through a combination of family-friendly neighborhoods, compelling product design and a commitment to building a high quality home.

Your home is covered by a limited warranty provided by D·R·Horton and a ten-year structural homeowner warranty provided by an independent warranty company. Information on these warranties is provided within this Homeowner's Manual.

Please take time to review this manual thoroughly. If you need clarification or additional details about any of the topics discussed, please call or stop by the sales office. We are delighted to welcome you as part of the D·R·Horton family and are always ready to serve you. As the opportunity presents itself, we would greatly appreciate you recommending us to your friends and relatives.

Again, congratulations and Welcome Home!

Sincerely,

Andy Fremento
Division President
D·R·Horton North Florida

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D·R·Horton Story

D·R·Horton -- A name you can trust.

D·R·Horton North Florida is a division of D·R·Horton, Inc. D·R·Horton is a New York Stock Exchange listed company and has been the largest homebuilder by volume in the United States since 2002. Founded in Fort Worth Texas, D·R·Horton has operations in 89 markets in 29 states across the United States and closed 59,493 homes in the twelve-month period ending March 31, 2020. 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 one of the 500 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 builders 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 four 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 . . . North Florida has a name for it . . .

D·R·HORTON® DHI Listed NYSE
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 Care 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 Care Department at 268-2845.

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 actually receive. This is especially true in the "frost" colors. Keep in mind that wood for individual cabinets does 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 make arrangements 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 Area 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 and 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 a 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 has 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.

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 exactly 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. Also, certain changes to the design of the home may have occurred since construction of the model homes.

- 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.

Model Homes (cont.)

- 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 to 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.

To treat urine-stained areas:

1. Blot damp areas as soon as the urine is detected, with plain white paper toweling.
2. Apply a solution of ¼ teaspoon of a liquid dishwashing detergent (non-bleach and non-lanolin) with one cup of lukewarm water. Do not use automatic dishwashing detergent or laundry detergent.

Pets and Floor Coverings (cont.)

3. Absorb the moisture with the paper towel, rinse with warm water and repeat the application of detergent. Continue rinsing and blotting with the detergent solution and water as long as there is a transfer to the toweling or improvement in the spot.
4. Follow the detergent application with a solution of one cup white vinegar to two cups water and blot dry.
5. Apply a half-inch layer of paper towels to the affected area, and weigh down with a flat, heavy, non-fading object. Continue to change paper towels until completely dry.

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. A number of 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 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 in order 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 Inspector's nor do we receive any compensation from them.

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 any and 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 in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

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

AREA MANAGER: The area Manager is responsible for overseeing the construction of homes within several different communities. He/She may have several Builders directly under their responsibility. He/She is responsible to see that each Builder is performing his/her job in a timely manner and to the quality standards setup by D·R·Horton.

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: The person who oversees the construction of homes is called the builder. The builder is responsible for making sure that the subcontractors perform their work on time and to the standards established by D·R·Horton.

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

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

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 is owned by a homeowner's 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.

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. Similar to 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.

MANUFACTURER'S 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.

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.

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 about your new D.R. Horton Home Performance and Warranty

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 300+ point Quality Control Inspection from our in-house professionals to insure 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.

However, as a courtesy we will look at any native trees that were left after clearing your lot during the course of your first year to be sure that no damage was done and that proper maintenance is being followed. If we feel that we may have done something that could have caused the problem, we will, at our discretion, have the tree removed and if possible grind the stump. No replacement of trees will be done!

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 unsodded areas, to prevent erosion and improper drainage from frequent rains. However, as a courtesy, we will fill in any washed out areas around the foundation, utility trenches and other filled areas one time during the course of your warranty period, unless caused by landscaping and grade changes or homeowner construction such as pools, etc. 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.

Frequently asked questions (cont.)

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 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 in excess of 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. A Materials Warranty will be provided and covered by the manufacturer; this is usually 15 to 20 years depending on the shingles used.

Q. What is D.R. Horton's warranty polices for ceramic tile?

A. D. R. Horton is proud to provide our buyers with a 1 Year Fracture Free Warranty on all ceramic floor tiles. If tiles are to be replaced, D.R. Horton does not assume the responsible for color variations or die lot matches on tile that has been discontinued. Wall tiles will be covered for one year from the date of closing.

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 customer care 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.

Frequently asked questions (cont.)

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 customer care 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.
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 responsible for conditions that are beyond our control!
9. Personal property including furnishings are 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, 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.

This government agency's is to 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.)

Hurricane Alert – 72 Hours Before Arrival (cont.)

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 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 as a result 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 Care Department has received written 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 Care Department (in writing), 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 information in 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's 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.

Ten Year Limited Warranty

In addition to the D·R·Horton's 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. Shortly thereafter, you will receive a validation sticker in the mail to be affixed to your Ten Year Limited Warranty booklet. If for any reason you do not receive a copy of the Ten Year Limited Warranty at closing or the validation sticker is not mailed to you, please contact our Customer Care Department at 268-2845.

The Ten Year Limited Warranty provides three separate warranty coverages -- 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 call our Customer Care Department at 268-2845 if you have any questions after you have reviewed the Ten Year Limited Warranty booklet.

How to Request Warranty Service

1. All requests for non-emergency warranty service **MUST** be received by our office in writing per the warranty guidelines.
2. All non-emergency warranty items should be submitted once between the first 30 and 90 days and/or if needed, again between 7 and 11 months from your closing date. We've found that this process will allow us to be more efficient in addressing your warranty concerns by having the customer submit them together rather than submitting them one at a time. Most of our customers have found that this reduces the number of trips our service people will have to make to your home and be more convenient for you in terms of scheduling appointments.
3. There are several options for submitting written warranty requests:
    a. Preferred. You can submit a request online by going to www.drhorton.com and then select the tab "Warranty" and then follow the directions for entering a request. Once you have completed this your request will be sent to our office.
    b. You may submit a request via US mail to our office 4220 Race Track Rd. St. Johns, FL. 32259 c/o Customer Care Dept.
4. You will receive an e-mail or phone confirmation from our office within 1 business day of receipt of your request with additional information regarding scheduling at that time. Warranty work is scheduled during normal business hours.
5. Appliances are not covered by D. R. Horton's limited warranty but by the manufacturer. You will need to call them directly at one of the numbers below:
    a. Whirlpool: 1-800-253-1301.
    b. Frigidaire (Electrolux): 1-855-224-4987.
    c. Be prepared to provide the model and serial number of the appliance in need of service.

If you have any questions you may call our Customer Care Department Monday – Friday from 8:00am – 5:00pm at: 904-268-2845.

<u>These items are not covered under the "Limited Warranty" unless noted on the Orientation form before closing.</u>

Landscaping and irrigation

Damages, cracks, finish & appearance of all surfaces and fixtures including trim, paint, drywall, countertops, flooring, tubs, and cabinets.

Driveway, garage & other concrete cracks, finish or appearance

Reimbursements of any kind without prior written approval

We will not be responsible for any expenses, including lost wages and materials, which you incur for work that is done by others. Our area managers and builders 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 Care Department at 268-2845, immediately. Your comments help us to maintain the high level of service that you deserve.

- Emergency Service

Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heating or air conditioning during extreme weather conditions.
- Total loss of electricity. (Check with the utility company prior to reporting this circumstance to D·R·Horton or an electrician.)
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents.
- Total loss of water. (Again, check with your water company to determine if there is a general outage in your area).
- Gas leak. (Contact your utility company or a plumber if the leak is at the furnace or water heater supply lines.).
- Electrical problem that is a fire hazard or a source of danger.
- A total stoppage of the plumbing drain system (e.g., the main sewer line is clogged making it impossible to utilize the plumbing system in your home).
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

In case of an 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.

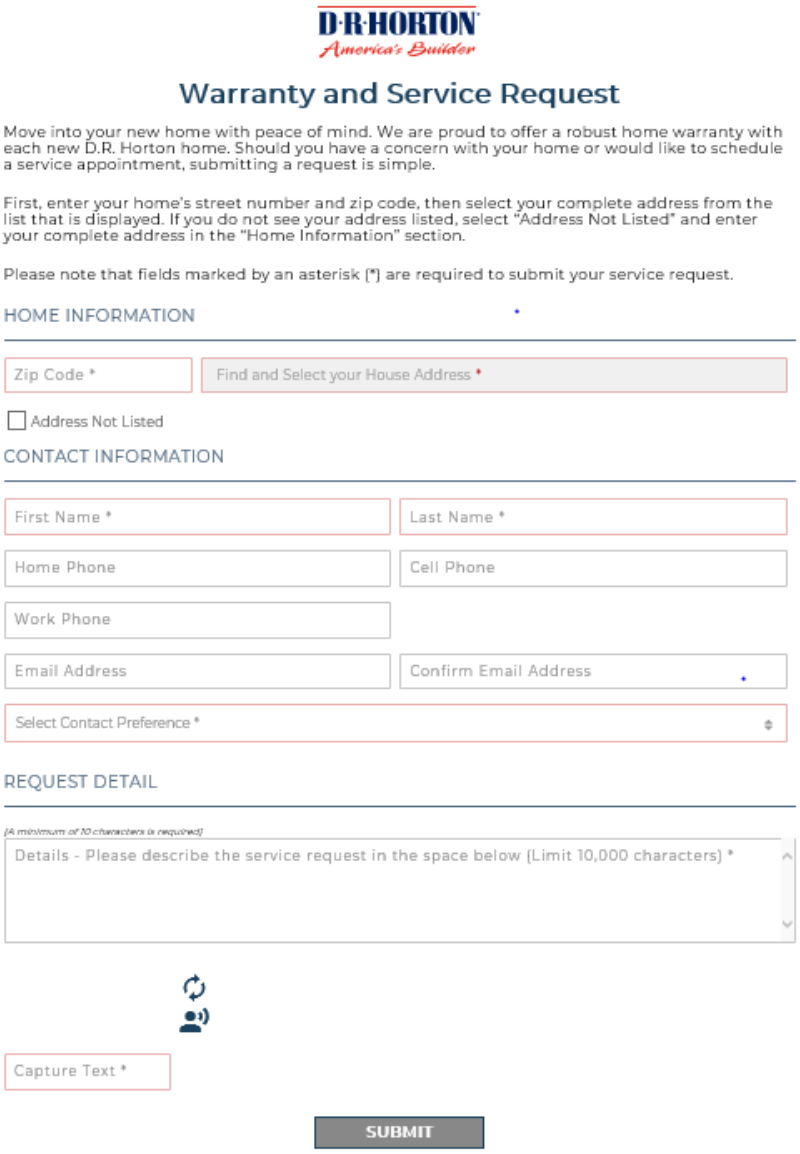
Please notify our office as soon as possible if a roof leak is experienced. Failure to notify us promptly could exacerbate the situation creating a much greater chance of further damage.

In case of an emergency, please call the Customer Care Department at 268-2845, Monday through Friday from 8:00 a.m. to 5:00 p.m. For after hour emergencies only, (only on weekends and after 5:00 p.m. on weekdays), please call the appropriate number for the Plumbing, Electrical or HVAC Contractor which worked on your home from the list that will be provided to you at closing. Please call our customer care 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 the D·R·Horton's Limited Warranty or the Ten Year Limited Warranty.

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

How to Request Customer Service



1) Enter your home's zip code
2) Select your address from the dropdown list
a.Begin typing your street address to reduce the number of addresses listed, or scroll through the list and select your home address
b.If you do not see your address in the drop-down list, click on "Address Not Listed" and then enter your home's address, zip code, city and state
3) Enter your first name
4) Enter your last name
5) Enter the telephone number for your preferred contact
6) Enter your email address, then confirm your email address to ensure no typing errors – this is essential if you would like to receive an email confirmation of your submission
7) Select your contact preference from the drop- down list, and ensure you have entered your contact information in the appropriate preceding box
8) Enter the details of your warranty / service request - there is a 10,000-character limit
9) Enter the Capture Text shown in the box above – ensure a green check mark appears
10) Click Submit

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.

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 of its components. Periodic maintenance is necessary because of a number of 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 our discussion 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 insure your enjoyment of it 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. When either 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 and your validation sticker will arrive shortly thereafter by mail. 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 (904) 268-2845.

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	32	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)	37			Inspect			Inspect
Caulking – Interior (wet areas)	37			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter	67						Clean Out Vent
Condensation Line – HVAC System	33	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage	48						Inspect
Faucet Aerator	61			Clean			Clean
Fireplace Flue/Chimney	46						Inspect/Clean
Front Door Finish Metal/Fiberglass	41	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors	47			Lubricate			Lubricate/Inspect
Garbage Disposal	62	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts	49			Inspect/Clean			Inspect/Clean
HVAC System Check *	33						Inspect
Plumbing Drains	61			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter	67		Clean		Clean		Clean
Screens (doors & windows)	69			Inspect			Inspect/Clean
Smoke Detectors	67	Test	Test	Test	Test	Test	Test
Water Heater	67						Flush
Weep Holes	36						Inspect, Clean

Item	Page	Monthly Interval (7 thru 12)					
		7	8	9	10	11	12
Air Filter-HVAC System	32	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)	37			Inspect			Inspect
Caulking – Interior (wet areas)	37			Inspect/Replace			Inspect/Replace
Clothes Dryer Lint Duct & Filter	67						Clean
Condensation Line – HVAC System	33	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
Exterior Drainage	48						Inspect
Faucet Aerator	61			Clean			Clean
Fireplace Flue/Chimney	46						Inspect/Clean
Front Door Finish Metal	41	Clean	Clean	Clean	Clean	Clean	Clean/Repaint
Garage Doors	47			Lubricate			Lubricate/Inspect
Garbage Disposal	62	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts	49			Inspect/Clean			Inspect/Clean
HVAC System Check *	33						Inspect
Plumbing Drains	61			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter	67		Clean		Clean		Clean
Screens (doors & windows)	69			Inspect			Inspect/Clean
Smoke Detectors	67	Test	Test	Test	Test	Test	Test
Water Heater	67						Flush
Weep Holes	36						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 fully and efficiently utilize your air conditioning system, 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.

Air Conditioning/Heat Pump (cont.)

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.

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 needed. 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 sixty (60) days pour one cup of bleach down the condensate line to kill any algae that may grow on the inside of 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.

Air Conditioning/Heat Pump (cont.)

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 also 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 Care Department at 268-2845. Even after your D·R·Horton's 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 after the one year limited warranty period with D·R·Horton, call the customer service number listed in the manufacturer's warranty booklet. 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.

Appliances (cont.)

Registration
Mail warranty registration cards directly to the manufacturer.

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.

Brick (cont.)

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.

Cabinets

Cleaning
Products such as lemon oil, Liquid Gold and Old English Furniture Polish and Scratch Cover are suggested for caring for wood finish cabinets. Follow container directions. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away using from paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

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.

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.

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. Recaulking 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 absolutely 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 have a tendency 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 (cont.)

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.

Concrete (cont.)

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.

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.

Counter Tops (cont.)

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

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 warpage. 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.

Bifold Doors
Interior bifolds 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 insure 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 (remortising) 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 screw driver 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.

Doors and Locks (cont.)

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 that controls 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.

Electrical (cont.)

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 in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). 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.

Electrical (cont.)

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 Northeast Florida area known for extreme fluctuations in temperature and humidity.

Expansion and Contraction (cont.)

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.

Fireplaces

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent this, consider the following facts and suggestions.

Burning a fire should be looked upon as a luxury, adding much to the atmosphere but just a little heat to the home. About 10 percent of the heat produced by a fire is radiated into the home. As a fire burns, it draws warm air from the house for combustion. This means you pay to heat the air in your home and the fireplace then uses it to burn, sending 90 percent of the resulting heat up the chimney.

Ordinarily the air used by the fireplace for combustion is replaced with cold outside air that is drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. A fresh air vent has been installed to provide it with combustion air and reduce the amount of heated air the fire draws from your home. Open this vent prior to starting the fire as you do the damper.

When not in use, the damper and the fresh air vent should be closed. Leaving them open is equivalent to having an open window in your home. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

One caution on the use of glass doors -- do not close them over a roaring fire, especially if you are burning hard woods (e.g., oak or hickory) because the fire could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Always begin with a small fire first to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; stack two or three layers of logs with air space between them and place the largest logs to the rear. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs six inches in diameter or larger should be split. Do not burn trash in the fireplace and never use any type of liquid fire starter.

Old ashes and coals should be removed from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

Fireplaces (cont.)

Chimney Flues
The timing on having your chimney cleaned is determined by the way you use your fireplace and the type of wood you burn. Heavy use with soft woods or improperly seasoned woods will result in the need for more frequent cleaning. Creosote and other wood burning by-products accumulate inside the flues over a period of time. Damage or fire may result from burning fires in an excessively dirty chimney flue. A qualified chimney sweep should be hired for this cleaning.

Chimney Separation
A slight separation of a brick chimney in a newly constructed home may occur. Separation from the main structure in excess of ½ inch in ten feet will be repaired; caulking is acceptable in the majority of cases.

Discoloration
Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar style fireplaces may develop cracks due to temperature changes and other factors.

Draw or Downdraft
Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. The cause of a continuous malfunction will be determined and corrected. Also, trees located too close to a fireplace can cause a down draft. Some homes are extremely airtight and a window may have to be opened in order to maintain an effective draft.

Glass Doors
Damage to glass doors, when included with the home, will be corrected by D·R·Horton if noted during the walk through. Homeowners should follow manufacturer's instructions for using glass doors.

Mortar Cracks
Normal shrinkage of mortar results in hairline cracks in masonry. Exterior masonry may also have chips, irregular surfaces, color variations and so on that occur during manufacturing, shipping or handling. Unless such conditions affect the structural integrity of the home, they will not be repaired.

Ventless Fireplace Units/Gas Fireplaces
Available in select floor plans is a ventless (no chimney) fireplace unit. Ventless fireplaces are designed for gas logs only. These manufactured logs do not actually burn, but give the appearance of a "real" fire. The heat source of this unit is natural gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn wood in this type of fireplace. This type of unit requires special operation and maintenance procedures that are different from those of woodburning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit. If you do not have your instructions, please contact our Customer Care Department at 268-2845 for a copy prior to your use.

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. Keep these in place and sloped at all times; 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.

Grading and Drainage (cont.)

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 near by. 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 insure 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 in close proximity to 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

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

Gutters and Downspouts (cont.)

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.

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

In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

Cleaning
Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

Humidity
Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter. A dehumidifier will help but will not completely eliminate this reaction.

Mats
Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.

New Wood Floors
When new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes).

Recoat
If the floors are coated with a polyurethane finish, in six months to a year you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

Shoes
Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor! That is high enough to damage hardened concrete; it will mark your wooden flooring!

Spills
Food spills should be cleaned up immediately using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

Wax
Waxing and the use of products like Murphy's Oil Soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not adhere to the wax. The preferred maintenance is preventive cleaning and annual recoating to maintain the desired level of luster. This should be done according to manufacturer's instructions. For more information, please contact your flooring distributor.

Hardwood Floors (cont.)

Furniture Legs
Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Burns
Burns from cigarettes can be difficult or impossible to remove from your hardwood flooring. Small burns can be removed by sanding lightly and staining the area with commercial wood stain. Large burns should be referred to a flooring professional.

Yellowing and Warping
Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

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.

Heat Pump/Furnace (cont.)

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 located 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.

Heat Pump/Furnace (cont.)

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

Furnaces

Gas Odor
If you smell gas, call the gas company immediately

Combustion Air
Furnaces have combustion air vents to run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home. If the air vents become loose, D·R·Horton will secure as needed during the first year of ownership.

Furnace Pilot
The furnace is equipped with a Hot Surface Ignition System (electronic ignition) that eliminates the waste of a constantly burning pilot. The radiant sensor ignition control lights the main burners upon a demand for heat from the thermostat. If the unit fails to function, please contact your heating contractor.

Troubleshooting
One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch and is located in a metal box outside of the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done when maintenance service is being performed although children have been known to turn the furnace off using this switch. The furnace will not operate if the gas valve in the furnace closet is turned off. It is the red knob on the metal gas pipe. It should be "in line" with the pipe itself to be in the "on" position. The lower panel door must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. Heat Pumps have Auxiliary heating in case of Emergency heating needs or compressor failure.

Furnace Sounds
You may hear some sounds through your registers that are actually generated from your furnace. They should be very slight and almost unnoticeable. These sounds are normal.

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.

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.

Landscaping (cont.)

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 top soil underneath to level the area, then replace the sod.

Waiting to Landscape
Unlandscaped ground erodes. Correcting erosion that occurs after closing is the homeowner's responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility.

Maintenance
Plants, trees, shrubs, and lawn sod or hydromulch 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 mold may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time period, will cause health problems in anyone. That simply is not the case. Everyone is exposed to mold on a daily basis. It is even in the air we breathe. Exposure to some types of mold 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. In order 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.

Mold and Mildew (cont.)

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 is allowed to remain on the growth medium, 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.

Mold and Mildew (cont.)

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.

Further information regarding mold prevention, best practices and/or cleanup procedures is readily available from a variety of sources. A partial listing of agencies, which can be contacted through the identified websites or by mail, is included for your convenience

- United States Environmental Protection Agency (http://www.epa.gov/iaq_);
- New York City Department of Health
- (http://www.ci.nyc.ny.us/html/doh/html/epi/moldrpt1.html);
- Center for Disease Control and Prevention (CDC) (http://www.cdc.gov);
- Minnesota Department of Health
- (http://www.health.state.mn.us/divs/eh/indoorair/moid/index.html);
- California Dept. of Health
- (http://www.dhs.ca.gov/ps/deodc/ehib/ehib2/topics/Moldhome%20Eng.html

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 - 50ºF to 100ºF
- 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.

Mold and Mildew (cont.)

The following will insure 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.
- Call the D·R·Horton's Customer Care Department at 268-2845.

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. Mold can be cleaned by using a common bleach and water mix (1 part bleach to 10 parts water).

Please notify D·R·Horton in a quick and timely manner so we can eliminate the spread of mold and insure 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/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 of time, this finish will fade and dull a bit.

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

Paint and Stain (cont.)

Maintenance
When you wish to repaint exterior wood work 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.

Plumbing (cont.)

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 come in contact with 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.

Plumbing (cont.)

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.

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.

Garbage Disposal, cont.
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.

Plumbing (cont.)

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 particular fixture. Contact our Customer Caare Department at 268-2645 for service. 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.

Plumbing (cont.)

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 in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment.

Tank/Bowl Care, cont.
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 have a tendency 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.

Plumbing (cont.)

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.

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

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

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

Limit Water
Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Maintain the caulking in all wet areas such as toilets, tubs, etc.

Moving Furniture
Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed under furniture legs to prevent permanent damage. Dimples and scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels. Etc.

Shrinkage or Warping
Some shrinkage or warping can be expected, especially around heat vents or any heat providing appliances.

No Wax
The resilient flooring installed in your home is the no-wax type. No-wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Vinyl Flooring, (cont.)

Raised Nail Heads
Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used to nail down your sub floor. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type can shrink and seams may separate slightly due to this shrinkage.

Ridges
The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

Scrubbing & Buffing
Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

Seam Lifting
Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Yellowing and Warping
Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

Roof

Clean Gutters
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 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 is 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.

No Representation
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.

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

Water Heater (cont.)

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 "140 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.

Gas 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 "normal" on gas models.

No Hot Water
If you discover you have no hot water, check the pilot, 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.

Condensation
Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

Pilot
Never light a gas pilot or turn on electricity when the water heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank).

To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off/pilot knob to the "pilot" position. When the knob is in this position, the red button can be depressed. While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds.

When the red button is released, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on/off/pilot knob to the "on" position. Reinstall the cover panel and adjust the temperature setting with the regulating knob on the front of the tank.

Gas Water Heaters (cont.)

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may extinguish the pilot light.

While away from home for an extended period, set the temperature to its lowest point and leave the pilot lit.

Safety
The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a heater should not be used as a storage shelf.

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 no 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.

Windows, Screens, and Patio Doors (cont.)

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 reglazing. 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. Similar to 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 or not 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.