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**D·R·HORTON**<sup>®</sup>  
*America's Builder*

# Homeowner's Manual

[www.drhorton.com/Warranty](http://www.drhorton.com/Warranty)

**D·R·HORTON**<sup>®</sup>  
*America's Builder*

D.R. HORTON • EXPRESS • EMERALD • FREEDOM







Dear DR Horton Homeowner,

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

We also want to express our sincere, personal appreciation for your decision to purchase a DR Horton home. 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 DR 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 contact our Customer Service Technician. We are delighted to welcome you as part of the DR 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 to our Family!



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## **Purchasing Process**

### **New Home Specialist**

Your New Home Specialist is thoroughly knowledgeable in all areas regarding the purchase of your new home and will assist you in the financing, design and construction phases.

The purchase of a new home is a unique and emotional experience. D.R. Horton is committed to making the home buying process pleasant and exciting. One way to achieve this is to consolidate as many activities as possible under the responsibility of one person. That person is your New Home Specialist who will act as your point of contact during the entire buying process.

### **Written Agreement**

To avoid any misunderstanding which may occur with verbal communication, it is absolutely necessary that any agreements between you and any D.R. Horton representative be in writing and signed by both parties. Beyond the original Purchase Agreement, these agreements may include changes in upgrades, options, or financing.

### **Tentative Completion Date**

After you have received loan approval, we will establish a Tentative Completion Date, which refers to the date your new home should be ready for occupancy. This date is arrived at by assuming timely receipt of design selections and plan revisions, while considering the best possible scenario for the construction process. In other words, we have anticipated that all activities will flow smoothly without interruption and / or delays. As we all know, many factors – weather, material deliveries, labor disputes, scheduling conflicts and inspection holdups – influence the completion of your new home and are too variable to guarantee that the Close Date is the exact date we estimate in the Purchase Agreement. Therefore, we ask that you envision this date as a goal we intend to meet, but one that is subject to change.

Please **DO NOT** make plans for moving until we have given you an actual Completion Date. Usually we can give you this date about thirty days before the estimated Close Date.

### **Mortgage Availability**

D.R. Horton uses the services of DHI Mortgage to provide financing for your home. D.R. Horton offers closing costs incentives for using our preferred lender, DHI Mortgage. We encourage you to consult with your New Home Specialist who can assist in making an appointment with a loan officer. We require a complete loan application to be submitted to the lender within 3 days of the execution of the Purchase Agreement. The name and telephone number of the D.R. Horton Mortgage Company's loan officer are available from your New Home Specialist. Please be aware that you are not required to use DHI Mortgage as your lender as a condition of your Purchase Agreement.

## **Purchasing Process (cont.)**

### **D.R. Horton Option Procedures**

Homebuilders are faced with balancing flexibility and customization for the buyer with the need to maximize quality control, and construction schedules to reduce construction errors and keep costs under control.

Our procedures governing the timing of your selections are as follows:

- At the time you sign your Purchase Agreement; construction of your new home will have already begun.
- Each option in the home has an established cutoff date which is extremely important and must be adhered to.
- Failure to select and purchase options before the cutoff date may result in additional costs, time delays and the possibility that some options may not be available.
- Keep in mind that since your home is already under construction, it is possible that some cutoff dates have already passed, making some options unavailable.

To maintain quality, safety and control, only those subcontractors under contract with D.R. Horton are allowed to participate in the construction of your new home. In addition, no outside suppliers may be used for any item.

- Only those colors, patterns, styles and brands offered by D.R. Horton may be selected.
- We make every effort to offer a diversified selection in all categories. Please understand that installed colors and patterns may vary slightly from the samples in the design center.

### **Substitution by D.R. Horton**

Occasionally, it will be necessary for us to change our original specifications. We reserve the right to substitute the new model, color, style or pattern. These substitutes will be the closest possible match of equal or greater quality. Our purpose is to choose a new material rather than stop construction and delay completion of your new home.

Further, we always reserve the right to make substitutions, without advance notification, of a material or process when we believe such changes will improve quality, eliminate future service problems, lower maintenance cost and / or generally enhance your home. In addition, modifications to the design of your home may be necessary. We make every effort to keep the sales literature up-to-date, but occasionally changes occur too rapidly to incorporate into current sales information. We will do our best to keep you informed of any such modifications.

## Purchasing Process (cont.)

### Design Selections

Selecting from an endless parade of colors and options can be overwhelming, so our interior designers have taken the work out of it for you and curated color packages that may include: cabinetry color, laminate/engineered/wood flooring, carpeting, vinyl, ceramic tile, countertops and backsplash. In each D.R. Horton home, color selections of certain products are determined at the time the home is planned out by our sales and purchasing teams. The color options in each home may not be changed or comingled with another package. Exterior colors are packaged together as well and again, may not be changed or comingled with another package.

### Closing Date

Buyer is aware the closing date stated on the Purchase Agreement is tentative date. A firm closing date will be given when the interior painting is complete. **PLEASE KEEP IN MIND THAT ALL DATES AND TIMELINES TO COMPLETE A STAGE OF CONSTRUCTION ARE ESTIMATES AND SUBJECT TO CHANGE.**

We appreciate your patience and understanding if your estimated closing date is adjusted.

## DHI Mortgage Information

### Financing with DHI

- Since its inception in 1980, DHI Mortgage has successfully expanded in more than 50 markets nationwide. DHI is one of the largest and fastest growing mortgage companies in the United States, helping tens of thousands of people into their homes every year.
- DHI Mortgage is committed to honoring your trust and maintaining our promise of quality by providing the best financing solutions.
- Communication on our part, as well as yours, is essential in getting you to your destination of homeownership. The Road to a Successful Loan Process
- **DHI Mortgage does not require escrowing for incomplete items** at closing such as sod, landscaping, driveway or other items unable to be completed do to weather or delays this no worries about unexpected delays at closing.

### Prequalification – The following steps will speed up the process:

- Provide all requested documentation in a timely manner.
- Keep all of your financial information in a safe place.
- Finalize your homeowner's insurance at least 30 days prior to closing.
- Have your cashier's check at least one day prior to closing.

## Purchasing Process (cont.)

### Avoid complications

- Do not make any changes to your career without consulting your Loan Officer first.
- Avoid making changes to your debt structure, including paying off any debt or adding a new line of credit, as this will affect your debt to income ratio.
- Do not make any large payments or any large purchases, as this will affect your cash reserves.
- **If using an outside lender, be prepared that if the lender requires a holdback or escrow for sod or other items unable to be completed prior to closing, this amount will need to be provided by the BUYER as DR Horton does not allow for any escrows or holdbacks from the Seller funds.**

### Avoid making moving plans too tight

- Allow a 5-7-day overlap between your closing date and move date. If the closing date is moved for any reason, unbudgeted expenses could occur.
- Closings are scheduled Monday through Friday between the hours of 9:00 am and 3:00 pm on the hour.

### What to bring to closing

- Valid form of identification (Driver's License or Passport)
- Cashier's Check for the cash to close or wire transfer
- Proof of Sale, Insurance Binder, etc. as required by your lender

## Private Home Inspections

It is D.R. Horton's discretion to investigate and/or determine if any course of action shall be taken on items brought up by you or a professional inspector; whether at the time of closing or with-in the one-year warranty period.

## Lot and 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 alter 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 or add retaining walls to provide for the construction of the home. Please review the Grading and Drainage section in Use and Care 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 New Home Specialist 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, stain, brick, stone, tile, mortar, carpet, granite 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 may 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.

- **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, finished garages, landscaping, zoned HVAC 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.

## Model Homes (cont.)

### 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 DR 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.

### Soils

The soils in Indiana are known to be varied in nature. The soils have been analyzed by a soil engineer who has recommended the design of the foundation for your home. Please keep in mind any 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.

### 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 (existing)

While D.R. Horton seeks to preserve existing 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 existing trees located on your lot. Additionally, D.R. Horton does not remove fallen trees, brush or limbs in undisturbed areas. Bug infestation is also not covered. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

### Unauthorized Options and Upgrades by Buyers

Prior to the date of closing, **D.R. Horton does not permit the installation of options or upgrades directed by the Buyer.** Any such unauthorized modifications will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work.

### Utilities

Homeowners shall arrange with local utility companies for service to be transferred to their name.

## Views

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants and other activities.

## Visiting your New Home

D.R. Horton encourages you to meet with your New Home Specialist and visit your home while under construction; while we intend for your visits to be informative our key priority is safety. The guidelines noted below allow construction to stay on schedule while staying safe.

### Safety Guidelines

Visitors are allowed on the construction site only when escorted by a D.R. Horton Representative during model hours.

- No one is to enter a home during the Framing / Rough-In stage or when a Construction Access Zone (CAZ) sign is present.

Visits are to be scheduled with a DR Horton Sales or Construction Representative during normal business hours.

- Weekdays between 8am and 4 pm

Visitors shall wear hard hats, and appropriate clothes and shoes for a construction site.

Adults only are allowed on the construction site due to the physical dangers, debris and noisy activity.

D.R. Horton is not responsible for injuries, damaged clothing, or property damage during a construction site visit.

## Questions / Concerns

If you see an item you feel requires attention or have any questions, please contact your Sales or Construction Representative; do not approach the subcontractors working in your home with requests, suggestions or questions.

### Unauthorized Alterations / Additions

Please keep in mind that the home you are purchasing does not become your property until Closing, at which time the title of the home is transferred. Therefore, it is not permissible for you to make any changes, alterations or additions to your future home until it becomes your property. Any construction or improvements made without D.R. Horton's authorization will be removed prior to Closing at the expense of the person who performed or directed the work



## 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.

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

If you have any questions about your home before you close, please speak to your sales representative.

For the first 30 days after moving into your new home, please direct your questions to your Superintendent. After your first 30 days of homeowner ownership, please contact our Customer Care Service Technician with any questions.

## Construction Method

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

## Easement and Utilities

Your property may be subject to certain easements. Consult 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 ten feet behind the curb in front of your home as right-of-way. You do not own the ten-foot right-of-way; utilities are often located in this footage.

## Homeowners Association

In some subdivisions, a Homeowners Association (commonly referred to as an "HOA") may have certain governing powers. The Homeowners Association, if applicable, may be responsible for maintaining certain areas of the subdivision and may, therefore, be responsible for financial budgets related to such maintenance. Monthly dues may be required under your Declaration of Restrictions. You may be required to consult with your Homeowners Association prior to any additions, changes or alterations to landscaping, exterior colors, trim and other items. Consult the Homeowners Association, applicable Declaration of Restrictions and this manual for more information.

## **Municipal Utility Districts**

Your home may be located within the boundaries of a Municipal Utility District (commonly referred to as a “MUD”). Ask your sales representative or consult your title policy to determine whether your home is located within such a district.

Municipal Utility Districts are created by Indiana statute to operate water and wastewater utility systems not otherwise served by another utility system. These districts set, subject to

Iowa regulatory powers, your water and wastewater service rates. These districts also levy ad valorem taxes on your home to raise funds to pay for the utility improvements serving the district’s customers.

Municipal Utility Districts sometimes govern and supervise neighborhood amenities such as parks and swimming pools. If applicable, please consult the Municipal Utility District Notice delivered to you at the closing of your home or contact the district office for additional information.

## **Neighborhood Associations**

Your neighborhood may have formed a Neighborhood Association to provide a forum for addressing issues affecting your subdivision. Neighborhood Associations vary in their structure and operation. Unlike a Homeowners Association, Neighborhood Associations may have no responsibility for maintenance of areas of the subdivisions and dues often are made, if at all, on a voluntary basis.

## **Post-Closing Items**

D.R. Horton- Indiana is aware of the unfinished items (if applicable) that may not have been completed on your new home due to seasonal conditions. The unfinished components of your home will be completed as soon as possible; however, we will not risk compromising the integrity of your home. There are various factors which may delay the installation of your post-closing items. Please keep in mind each home is on its own installation schedule and is not based solely on the date of closing. We appreciate your patience and understanding during this process. We will do our best to meet our responsibilities to you in a timely manner. Please refer to Page 13 for additional information.

## **Water Pressure**

Your DR 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.

## **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 DR 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**

DR Horton does not permit the installation of options by anyone other than DR Horton and its subcontractors and suppliers prior to closing. The unauthorized use of independent contractors, other than those who are under contract with DR Horton, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work.

## **Views**

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants and other activities.

## **Water Pressure**

Your DR 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.



We recognize there might be unfinished elements of your new home. This is typically due to seasonal conditions. We will be completing all items when the weather or other restrictions allow.

Listed are various factors which impact the completion of common items.

If you have any questions regarding post closing items on your home, please contact your construction rep.

### **SIDEWALK/STOOP/PATIO**

*ISSUES:*

Mandated Road Restrictions  
Weather/Frost  
Rough Grade Completion

### **IRRIGATION**

*ISSUES:*

Mandated Road Restrictions  
Ground Frost  
City Verification

*ISSUES INSTALLING EARLY:*

Cracking  
Frozen Lines  
Inadequate Testing Conditions

### **LANDSCAPING**

*ISSUES:*

Mandated Road Restrictions  
Weather Conditions  
Items Require Completion First  
(grading/drainage, irrigation)  
City Verification

*ISSUES INSTALLING EARLY:*

Root Rot  
Frost Heaving  
Settlement

# POST CLOSING ITEMS



### **PAINTING**

*ISSUES:*

Weather  
Product (wood or steel)  
Temp Requirements

*ISSUES INSTALLING EARLY:*

Improper Adherence

### **DRIVEWAYS**

*ISSUES:*

Mandated Road Restrictions  
Weather/Frost  
Rough Grade Completion  
Items Require Completion First  
(sidewalks, stoop, patio)

**PLEASE NOTE: EACH HOME IS ON ITS OWN INSTALLATION SCHEDULE AND IS NOT SOLELY BASED ON THE DATE OF CLOSING**



## Understanding Indoor Condensation in Your Home

This brief information piece will discuss condensation and humidity in your home; some recommendations on how to help your ventilation system and humidifier (if applicable) function properly. The goal is to keep excess condensation off your windows while maintaining a comfortable environment for your family and protecting the wood products in your home.

Monitoring the temperature and humidity in your home by using a simple hygrometer is very advantageous. There are several digital gauges available at hardware stores.

### Defining Condensation

Condensation is the formation of water or frost on a surface. There are several reasons that condensation forms. These include (but are not necessarily limited to) the following:

- Indoor surface temperatures of windows, doors and skylights are lower than the dew point of the surrounding air
- High indoor humidity
- Cold outdoor temperatures

You can see examples of this in your everyday life. Humidity levels increase when you shower, cook or even breathe. Another example is a cold beverage in a warm room when you can see the water droplets form on the glass. This is condensation in its simplest form.

### Relative Humidity

Relative humidity is the measure of how much moisture is in the air compared to how much moisture the air can hold at a given temperature. Warmer air can hold more moisture than cooler air.

### Dew Point

Dew point is the temperature at which the moisture in the air visibly forms into liquid or ice. If the surface temperature of an object falls below the dew point, water will form or "condense" on the surface of the object.

### Relationship between Relative Humidity and Dew Point

At a specific indoor air temperature, when relative humidity rises, the dew point temperature will also rise. At a specific amount of moisture in the air, the relative humidity will rise as air temperature falls.

### Condensation Conditions

Condensation can be expected to form on windows, doors and skylights given the right conditions. The higher the relative humidity, the warmer a surface temperature needs to be in order to avoid condensation. To reduce the likelihood of condensation, refer to the chart below for recommended maximum percentage of indoor relative humidity based upon varying outdoor air temperatures with an indoor air temperature of 70° F/20°C.

## Understanding Indoor Condensation in Your Home (cont.)

<b>Recommended Indoor Relative Humidity</b>		
<b>Outdoor Air Temperature</b>	<b>Outdoor Air Temperature</b>	<b>Indoor Relative Humidity</b>
20° to 40° F	-7° to 4°C	Not over 40%
10° to 20° F	-12° to -7°C	Not over 35%
0° to 10° F	-18° to -12°C	Not over 30%
-10° to 0° F	-23° to -18°C	Not over 25%
-20° to -10° F	-29° to -23°C	Not over 20%
Below-20° F	Below-29°C	Not over 15%

With the increased energy efficiency and air tightness of homes, more moisture can be trapped indoors than ever before. Construction activities may create higher levels of humidity for a period of time from moisture in building materials. In extreme cases, consult an HVAC professional for appropriate options, such as whole house ventilation.

### Reducing Condensation

The condensation in your home can be managed. As the outdoor temperature drops, lower your indoor humidity as indicated in the chart above.

## Understanding Indoor Condensation in Your Home (cont.)

### Tips to Manage Indoor Humidity Levels:

- Ensure that your home is properly ventilated, especially around those areas where condensation is most likely.
- Just as you would run the defroster in your car, you should turn on ceiling fans throughout the home and run exhaust fans as needed to remove excess moisture.
- Open curtains and blinds during daylight hours. Keeping them closed increases the likelihood of condensation forming with potential moisture damage.
- Keep in mind that other items may also increase moisture levels, such as plants, aquariums or certain construction projects, including fresh paint and new masonry.
- Adjust the output of your home's humidifier (if present).
- It may be necessary to run a dehumidifier to remove unwanted moisture from the home.

During the cooling season, the air conditioner acts as a dehumidifier. The ventilation system may (depending on outside conditions) increase your humidity level in your home. Adjusting the Humidicalc will have no effect on the humidity amounts in your home.

**If home is not equipped; the purchase of a humidifier may be necessary.**

### Additional Information

The winter relative humidity in most homes should be somewhere between 25% and 40%. At the lower end, a reduction of window condensation, maintenance, and structural damage is gained at the expense of human comfort and interior woodwork and furnishings. Unless a home is specifically designed for high moisture levels, a reasonable approach would be to maintain a 40% relative humidity under mild conditions and as the outdoor temperature drops, continue to reduce the relative humidity.

### Window Condensation

Window condensation may occur in the fall and winter as outside temperatures become colder and as the humidity in the house is present. This is to be expected because of summertime loading in the structure and furnishings of the home.

### Dryness

In the coldest weeks of winter, when outside air is extremely dry, the home may experience a "too dry" condition. This is evidenced by the fact that a family member may receive a static spark when reaching for a door handle or experience dry sinuses.

In our climate, with our temperature extremes, these tips will help you maintain proper humidity levels in your home.



## DR Horton Limited Warranty

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

DR Horton Homes warrants your home 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. DR Horton will make any necessary repairs and/or replacements under such warranty provided that the DR Horton Customer Service Department has received **written notice** of such claim within the one-year period described above.

**Buyer's rights and DR Horton 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, climactic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.**

**Without limiting the foregoing, this one-year limited warranty is subject to, and limited by, the same Conditions, Exclusions, and Warranty Standards as set forth in your Ten-Year Limited Warranty booklet ("Ten Year Limited Warranty") issued by Residential Warranty Corporation (RWC). A sample of the RWC Ten Year Limited Warranty book was provided with this manual.**

DR 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 DR Horton Limited Warranty does not cover repair or replacement due to negligence or improper maintenance. Please refer to the "Use and Care of Your Home" section of this manual beginning on Page 33 for a discussion of home maintenance.

## Ten Year Limited Warranty

In addition to the DR Horton Limited Warranty, your new home is also protected by a ten-year warranty (reference above as the Ten-Year Limited Warranty) issued by Residential Warranty Corporation (RWC). A sample of the RWC Ten Year Warranty book was provided to you when you received this manual. A validation sticker to activate your Ten-Year Limited Warranty will be mailed to you within 10 weeks after closing of your home. If for any reason you do not receive your validation sticker, please contact the enrollment department at **Residential Warranty Corporation (RWC) at 1-800-455-8173**.

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 contact our Customer Service Department via email at [www.drhorton.com/warranty](http://www.drhorton.com/warranty) if you have any questions after you have reviewed the Ten-Year Limited Warranty booklet.

## How to Request Customer Service

- **Normal Procedures**

In order to assure quality, efficient service, and so that we (and you) may maintain a complete file on your property, requests for service must be submitted in writing. To submit a request or service, please fill out completely the Customer Service Request Form, an example of which is included on Page 31, or go to our website [www.drhorton.com/warranty](http://www.drhorton.com/warranty) and complete the request online. Please be sure to include a description of the work requested and its location in your home. For example, please indicate the room, the location in the room and a general description of the problem. If you have questions pertaining to the procedure, please call our Customer Service Department (see phone number below). Mail your written request for service to:

**Customer Service Department  
DR Horton America's Builder  
9210 N Meridian, Indianapolis, IN 46260  
Off. 317-324-3691  
[www.drhorton.com/warranty](http://www.drhorton.com/warranty)**

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we suggest that you wait sixty (60) days after closing before submitting any warranty lists. This allows you sufficient time to become settled into your new home and thoroughly examine all components. In the event you feel a part of your home is being damaged as a result of a defect, please report it to us immediately. Warranty repairs will be scheduled for completion within thirty (30) days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortages of materials, back ordered parts, labor problems, weather and/or scheduling conflicts.

When we receive your request for service, we will make a determination whether the item is covered by the DR Horton Limited Warranty, the Ten-Year limited Warranty, the manufacturer or if it is the homeowner's responsibility.

Typically, we will inspect the problem so that we have a complete understanding of the request. Customer Service appointments are available **Monday through Friday from 8:00am to 4:00pm.**

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

We will not be responsible for expenses, including lost wages and materials, which you incur for work that is done by others. Our Customer Service advisors 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 DR Horton. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Customer Service Department at 317-324-3691 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 DR 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 on Page 65 for further discussion of the water shut-off locations.

In case of an emergency, please call the Customer Service Department at 317-324-3691 or [www.drhorton.com/warranty](http://www.drhorton.com/warranty) Monday through Friday from 8:30 a.m. to 5:00 p.m. For emergencies after 5:00 p.m. or on weekends refer to your Contractor Emergency Contact List to speak directly with the contractor to report your emergency.

**Do not delay in reporting an emergency.** Subsequent damage by a delay in reporting an emergency **will not** be the responsibility of DR Horton. Damage to personal property is not covered by the DR Horton Limited Warranty or the Ten Year Limited Warranty.

If your situation does not fall within the emergency guidelines, please use the procedures outlined beginning on Page 15 for requesting warranty service.



**EMERGENCY PHONE NUMBERS**

You may obtain emergency warranty service at any time by contacting the **original subcontractor** who provided the equipment and/or performed the work. You may verify the original subcontractor by labels on the equipment/appliance, which may also include their emergency numbers. If you contact another vendor, who did not perform the original work, you may be subject to service fees. On the next business day contact the Warranty/Customer Care Department so we may follow up with repairs.

<b>APPLIANCES</b>	Whirlpool	800-253-1301
<b>ELECTRICAL</b>	Design & Build	317-787-6636
	KEP Electric	513-630-4684
	Kinder Electric	317-710-2637
	Trent Electric	317-839-3996
<b>HEAT &amp; AIR</b>	Airtron Heating & Cooling	317-783-3101
	Chris Chittum HVAC	317-439-4585
	Ken Maddox HVAC	317-787-1354
	Winters Heating & Cooling	317-300-1909
<b>PLUMBING</b>	All American Plumbing	317-441-5332
	Earl Gray Plumbing	317-422-8066
	R&R Plumbing	317-557-4587
	Steg Plumbing	317-291-3454
<b>SECURITY SYSTEM</b>	SAFE HAVEN	877-643-6612

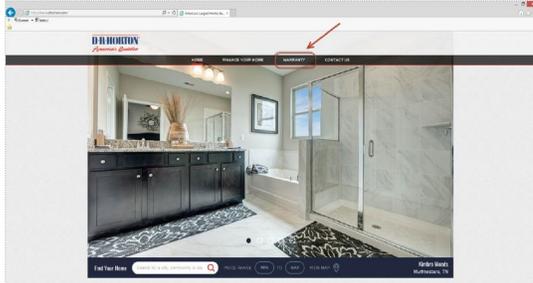
Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heating or air condition during extreme weather
- Total loss of electricity
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home
- Total loss of water
- 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)

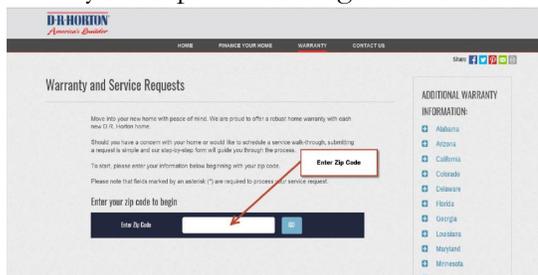


## How to Request Customer Service

1. Open your internet browser and navigate to [www.drhorton.com](http://www.drhorton.com). Click on the tab labeled “Warranty”.

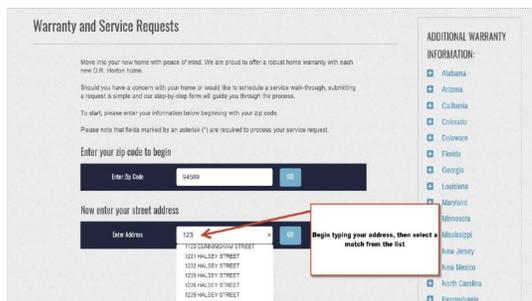


2. Enter your Zip Code to begin. Then click “Go”.

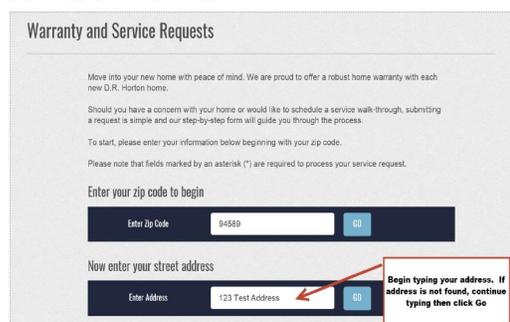


3. Next, enter your street address. As you type, you should see results automatically populate for potential address matches. Select your address from the list and click “Go”. If your address is not found, complete typing of your address and click “Go”.

### Match Found:



### Match Not Found:



## How to Request Customer Service (cont.)

4. If you found an address match, please proceed to Step 5. If you did not find a match, enter in your address information into the available fields (Street, City, State, Zip) and click “Go”

Enter your zip code to begin

Enter Zip Code: 94589 GO

Now enter your street address

Enter Address: 123 Test Address GO

Enter your Street Address and update City, State or Zip Code if needed, then click Go

Sorry, we didn't find an exact match. Please provide your address details below.

Street Address

Street Address Line 2

WALLEJO California 94589

GO

5. Provide the next set of information by entering your name, email phone, contact preference and homeowner status.

Now enter your street address

Enter Address: 1123 CUNNINGHAM STREET GO

1123 CUNNINGHAM STREET VALLEJO, CA 94589

Enter your Name, Email Address, Phone Number, Contact Preference and Homeowner Status

Please provide your contact information and preferences.

First Name Last Name

Home Phone Email Address

Cell Phone Work Phone

\*Select Contact Preference \*Select Homeowner Status

Please provide a brief description of your warranty issue or request.

Warranty issue

6. Then provide a brief description of your warranty issue or request. Click “Go”.

Now enter your street address

Enter Address: 1123 CUNNINGHAM STREET GO

1123 CUNNINGHAM STREET VALLEJO, CA 94589

Please provide your contact information and preferences.

First Name Last Name

Home Phone Email Address

Cell Phone Work Phone

\*Select Contact Preference \*Select Homeowner Status

Please provide a brief description of your warranty issue or request.

Warranty issue

Enter your request or warranty issue

## How to Request Customer Service (cont.)

7. Review your information for accuracy and click “Submit” to complete your request. Use the red “Back” button to make adjustments to your request before submitting, if needed.

Please review your information to ensure everything is correct and submit your Warranty Request.

*First Name	John
*Last Name	Doe
Address	1123 CUNNINGHAM STREET
Address Line 2 (optional)	
City Name	VALLEJO
State	CA
Zip Code	94589
Home Phone	123-456-7890
Cell Phone	
Work Phone	
Email Address	test@email.com
How would you prefer to be contacted?	Home Phone
Original Homeowner	Yes
Warranty Issues	
This is a sample request	

**Review your request  
then 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. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Homebuilding is part art, part science and 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 on **Page 35** for maintenance guidelines.

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

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

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

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

We make every effort to keep our information current and accurate. However, if any detail in 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.**

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 and person appeal in your home.

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, DR Horton provides you with a one-year limited warranty.

Upon receipt of your RWC Ten Year Limited Warranty validation sticker in the 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 via [www.drhorton.com/warranty](http://www.drhorton.com/warranty).

**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 items over the phone.**

## Recommended Homeowner Maintenance Schedule

Item	Monthly Interval (1 thru 6)					
	1	2	3	4	5	6
Air Filter-HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect			Inspect
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line – HVAC System	Inspect	Inspect		Inspect		Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish						
Wood	Clean	Clean	Clean	Clean	Clean	Varnish
Metal	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts						Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean

Item	Monthly Interval (7 thru 12)					
	7	8	9	10	11	12
Air Filter-HVAC System	Replace	Replace	Replace	Replace	Replace	Replace
Caulking – Exterior (entrances & windows)			Inspect			Inspect
Caulking – Interior (wet areas)			Inspect			Inspect
Clothes Dryer Lint Duct & Filter						Clean
Condensation Line – HVAC System	Inspect	Inspect		Inspect		Inspect
Exterior Drainage						Inspect
Faucet Aerator			Clean			Clean
Fireplace Flue/Chimney						Inspect/Clean
Front Door Finish						
Wood	Clean	Clean	Clean	Clean	Clean	Varnish
Metal	Clean	Clean	Clean	Clean	Clean	Clean
Garage Doors			Lubricate			Lubricate/Inspect
Garbage Disposal	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts						Inspect/Clean
HVAC System Check						Inspect
Plumbing Drains			Inspect/Clean			Inspect/Clean
Range Hood Fan Filter		Clean		Clean		Clean
Screens (doors & windows)			Inspect			Inspect/Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test
Water Heater						Flush
Weep Holes						Inspect/Clean



## Air Conditioning

Since the air conditioning is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, 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.

### 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.

### Closed System

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

### Time

Time is of paramount importance in your expectations of an air conditioning system. Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set a thermostat.

For example, if you come home at 6:00 p.m. on a day when the temperature has reached 90°, and then set your thermostat to 75°, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the entire day, the sun has been heating not only the air in the home, but the walls, the carpet and the furniture.

At 6:00 p.m. the air conditioning units 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.

## Air Conditioning (cont.)

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 air flow 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 a humidifier is installed on the furnace system, 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.

DR Horton recommends an inspection by a heating professional every year. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.

Keep all vents and registers clean and free of dust, cobwebs and debris. Keep plants and grass trimmed well away from the outdoor unit and 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.

## Air Conditioning (cont.)

### Service Calls

All questions and requests for warranty service on your heating and air conditioning system should be directed to the HVAC contractor listed on your Contractor Emergency Contact list. Even after your DR Horton Limited Warranty expires, we suggest that you continue to contact your original contractor.

### 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.

## Alarm System (if applicable)

### Homeowner Use and Maintenance Guidelines

If your home's features include an alarm system, at the Introduction to your home, your Builder will show you the temporary alarm code that arms/disarms the system and how to change the temporary code. We recommend that you call the alarm company listed on your Direct Service Vendors List and arrange for their representative to come to your home and give you a thorough orientation on the alarm system.

The alarm system will sound a siren mounted on your home. It is not monitored by a security service. You may wish to contract with a security company to provide monitoring service. The contractor who installed your system can also provide monitoring service.

If your home's features included prewire only for an alarm system, you may arrange for equipment and monitoring if you desire. The alarm company that prewired your home is listed on your Direct Service Vendors List. They will not locate covered wires for other alarm companies.

### DR Horton Limited Warranty Guidelines

Call the alarm company listed on the Direct Service Vendors List for any warrantable repairs to the wiring or equipment they installed. The equipment is warranted for one year from date of closing and wiring for two years.

## Appliances

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

## **Appliances (cont.)**

### **Manufacturer Service**

If a problem arises with an appliance, call the Customer Service Department 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.

### **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 (excessive weight could jeopardize the integrity of the structural/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.

## **Fixture Finishes**

Fixtures finishes such as plumbing hardware, towel rings and bars, door knobs 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 metal 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.

## Fixture Finishes (cont.)

### Corrosion

Water with a high mineral content is corrosive to any metals, 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.

### Pointing Up

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

### Weep Holes

You may notice small openings in the mortar along the lower row of bricks. 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

### 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 operation 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 correct by caulking (and paint touch up, if applicable).

## **Cabinets (cont.)**

### **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**

### **Cleaning**

You can add years to the life of carpeting with regular care. 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 wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an "out of the way" area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### **Burns**

Take care of any kind of burn immediately. First nip off the darkened fibers. Then use soap less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### **Candle Ash**

Burning scented candles or oil lamps produces ash that gets distributed throughout your home by the central A/C and Heating system. This is especially noticeable on light colored carpet when furniture is moved.

## Carpet (cont.)

### **Crushing**

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

### **Fading**

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

### **Filtration**

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

### **Fuzzing**

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

### **Pilling**

Pills or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

### **Rippling**

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional restretch the carpeting.

### **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The denser and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

## **Carpet (cont.)**

### **Shading**

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

### **Shedding**

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics. You should check your vacuum cleaner bags frequently in the first few months after moving in.

### **Snags**

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

### **Sprouting**

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

### **Stains**

No carpet is stain proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

## **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.

### **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).

## Caulking (cont.)

### 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

### Cleaning

The ceramic tile installed on walls, floors 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. It is recommended for the longevity of the grout lines. Once sealed, ongoing homeowner maintenance of that seal will be necessary.

## Concrete

### Foundation

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. The foundation is concrete with steel reinforcing rods and cables. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop. 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. If a crack develops in a foundation that allows water to seep through, please submit a Customer Service Request Form.

## **Concrete (cont.)**

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.).

### **Flatwork**

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in.

### **Cracks**

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. Most cracks are not covered by the limited homeowner warranty. Repairs can be made by 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 flatwork. This concrete is not intended to bear the weight of these types of vehicles.

### **Spalling/Pitting**

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, flaking or pitting). DR Horton will not be responsible for the repair of spalling or pitting of the concrete.

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

### **Sweeping/Cleaning**

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

## Concrete (cont.)

### Settling or Heaving

Excessive settling or heaving (over one inch) should be reported to our Customer Service Department 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. 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. Damage to the home’s components, due to condensation moisture, is not covered by warranty. Refer to the “Condensation” section on page 15 for additional information.

## Countertops

Always use a cutting board when cutting, chipping, 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 (if applicable) 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 on Page 44 for maintenance hints for this condition.

### Ceramic Tile Countertops

Ceramic tile countertops are extremely susceptible to damage. Chipping, scratches, and stained grout are not warranted.

### Cleaning

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

### Solid Surface

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

## **Countertops (cont.)**

### **Granite**

Cleaning Recommendations: Your stone countertops are very easy to clean. Common household products will keep your stone looking beautiful for a long time.

Recommended Cleaners: Soapy Water or a NON-abrasive cleaner.

Be careful of using sharp objects on the granite as it will cause scratches or gouges, do not use harsh chemicals, scourers, and acidic substances such as fruit juices, wine spirits, etc. as these will damage the surface.

Don't bring utensils and other heavy objects down onto your granite with force, particularly on its edges as this can cause fracturing or chopping.

Don't place hot utensils directly onto the surface in order to protect the surface further "penetrates" which will have the effect of prevent straining and assist cleaning should be employed and we list separately our recommendations for correct impregnators. If you take good care of your granite it could last for hundreds of thousands of years to come!!

### **DR Horton Limited Warranty Guidelines**

During the Introduction to your home we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the Intro list. Repair surface damage that occurs during or after your move-in is one of your home maintenance responsibilities. Notify DR Horton of warrantable conditions via 11-month list.

### **Laminates**

Laminated countertops will have one or more discernible seams. DR Horton will repair gaps or differential at the seams that exceed 1/16 inch.

### **Mats**

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

### **Separation from Wall**

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Subsequently caulking will be your home maintenance responsibility.

### **Standing Water**

Never allow liquids to stand on any countertop, particularly at any seam or caulked area as this can cause damage to underlying materials.

### **Wax**

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

## Cultured Marble, Tubs and Vanity Tops

Unlike other products for your bath, which have the average life expectancy of a few years, cultured marble should last for the life of your home if properly maintained. The maintenance rules are simple and easily followed.

### DO:

- Clean your cultured marble with mild, non-abrasive window cleaner such as Windex or 409.
- Should a high gloss finish be desired, use a fiberglass boat or car wax or a good furniture polish. "Gel-Gloss" is a cultured marble product available at most major hardware stores.
- Should you damage your cultured marble, call the marble company listed on the Direct Service Vendors List.
- Cultured marble is a man-made product and color variances are to be expected.

### DO NOT:

- Clean your cultured marble with anything abrasive (Soft Scrub, Ajax, Zud, etc...).
- Remove paint or other matter, which has dried on your cultured marble with sharp objects.
- Clean or remove fingernail polish with polish remover or any chemical containing acetone.
- Place hot objects such as irons directly on the surface of the marble.

### WARNING:

- ALL HIGH ACIDIC LIQUIDS SUCH AS: URINE, SODAS, CHLORINE BLEACH, ETC. WILL STAIN MARBLE BEYOND REPAIR IF ALLOWED TO STAND ON MARBLE. IF THESE SPILLS OCCUR FLUSH WITH WATER IMMEDIATELY, THEN CLEAN.
- UNDER NO CIRCUMSTANCES SHOULD ANYONE USE PUTTY KNIVES OR SCRAPERS OF ANY KIND TO REMOVE DEBRIS FROM CULTURED MARBLE. THIS WILL SCRATCH THE MARBLE BEYOND REPAIR.
- NEVER ALLOW THE WATER TEMPERATURE TO EXCEED 140 DEGREES AT ANY TIME.

## Doors and Locks

The doors installed in your home are wood products subject to the natural characteristics of wood 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. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow with painting.

Bifold/Bipass/Double Doors Interior doors will sometimes stick or warp due to weather conditions.

## **Doors and Locks (cont.)**

### **Door Adjustments**

Due to normal settling of the home, doors may require minor adjustments for proper fit. Panels on wood doors will normally expand or shrink due to changes in humidity and temperature. It is a homeowner's responsibility to touch up paint or stain on unfinished areas resulting from such expansion or contraction.

### **Exterior Finish**

To ensure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat the finish with a wood preserver (such as Old English) quarterly to preserve the varnish and prevent the door from drying and cracking. Reseal the stained exterior doors whenever the finish begins cracking or crazing.

### **Failure to Latch**

If a door will not latch due to minor settling, this can be corrected by adjusting the 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 screwdriver or similarly shaped device.

### **Locks**

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

### **Slamming**

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

## 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.

## Dryer Vents

Dryer vents should be checked routinely to insure the vents are clear of lint and other debris. It is homeowner maintenance to have these inspected and cleaned on a regular basis. Some exterior dryer vents are provided with a mesh cover to prevent pests from entering. Removal and cleaning of this mesh cover is at homeowner's discretion.

## Drywall

Slight cracking, nail “pops” or seams may become visible in walls and ceilings. These are caused by the normal shrinkage of the wood, drying of the latex based materials used in drywall application (paint), and normal deflection of joists to which the drywall is attached.

### 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. Be certain you are familiar with the location of the master control panel and sub panel.

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

## Breakers

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

## Outlets

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or a ground fault interrupter circuit (GFIC).

## 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 sub vendor. In the event all your lights are flickering repeatedly, please contact your local utility provider.

## **Electrical (cont.)**

### **GFIC (Ground Fault Interrupt Circuit)**

GFIC receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFIC 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 GFIC breaker. Do not plug a refrigerator or food freezer into a GFIC controlled outlet because it is likely that the GFIC will trip and ruin the contents.

Each GFIC 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 GFIC breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFIC breaker can control up to three or four outlets.

### **Grounded System**

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

### **Light Bulbs**

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

### **Light Fixtures**

Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches, circuit breakers and GFIC breakers.

### **Modifications**

Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrical contractor that is listed on your "Emergency Phone List" list on Page 25 of this manual.

### **Power Surges**

Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computers and the like. DR 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.

## Electrical (cont.)

### 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 our area known for common fluctuations in temperature and humidity.

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

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

## Fireplaces

A fireplace can be 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.

### Discoloration

Discoloration of the firebox is a normal result of use and requires no corrective action.

### Gas Log Lighter

Each fireplace is equipped with a gas log lighter. Please refer to the fireplace instructions to determine the proper use of this gas log lighter.

### Ventless Fireplace Units

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 woodburning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit.

## Floors

When cleaning vinyl floors, use a soft bristle broom to remove loose dirt. Damp-mop as needed with clean water and a nonabrasive floor cleaner. Harsh cleaning chemicals should not be used on luxury vinyl flooring.

Luxury vinyl flooring beats the competition at heat, sun, and water resistance, so you can live more and worry less. Use these best practices for regular care and maintenance to extend the life of your floor even further.

### Best Practices for Preventing Damage

- Spills should be cleaned up immediately.
- Wash the floor with nonabrasive floor cleaner.
- Never push, pull, or drag furniture across vinyl floors. Always lift and carry.
- Heavy furniture or appliances that are not moved often should be equipped with flat, non-staining floor protectors.
- Avoid using a vacuum with a beater bar.
- For spot stain treatment, use a diluted bleach solution that is 1-part bleach, 10 parts water.

## Foundation

### Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

### DR Horton Limited Warranty Guidelines

If a warrantable condition exists with your home's foundation, submit a Warranty Repair Request form to DR Horton. DR Horton will correct warrantable problems as defined by the warranty document, provided you have complied with the drainage and landscaping maintenance guidelines.

### Cosmetic Imperfections

Slight cosmetic imperfections in foundations, such as visible aggregate or minor shrinkage or contraction cracks are possible and require no repair unless they affect the structural integrity of your home as defined in your warranty document. Minor cracking at the outside corners of your foundation may be caused by expansion of brick. This is not warranted.

## 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 operations.

## **Garage Overhead Door (cont.)**

### **Thirty (30) Weight Oil**

Every six (6) months, apply a lite weight machine oil or similar lubricant as needed 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. **Do Not** attempt to adjust the spring mechanisms of the overhead doors.

### **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.

### **Painting/Staining**

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. Refer to your Emergency Contact List for assistance.

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**

Paragon 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

Inspections are made by the local building authorities as well as DR Horton. DR Horton is responsible to establish positive drainage within 10 feet of the foundation in accordance with the RWC warranty guidelines.

### Positive Drainage

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

### Roof Water

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

### 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, DR Horton will correct it one time during the one-year limited warranty period.

### Erosion

DR Horton is not responsible for weather related damage to yards after the closing date. It is your responsibility to make any necessary adjustments to the eroded areas prior to placing new sod or landscape.

### New Sod

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

### Recommendations

DR Horton will inspect problems reported in writing to the Customer Service Department during the one-year limited warranty period and advise you as to corrective actions due to erosion.

### Swales

In many cases, drainage swales do follow property boundaries. DR Horton will not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and/or passes water to the street. For this reason, homeowner changes in grade often affect proper drainage. DR Horton advises against making such changes.

### Under Concrete

DR Horton will fill visible sunken areas under concrete one time 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.

## **Grading and Drainage (cont.)**

### **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 from the foundation.

### **Trees**

Trees within three to 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.

## **Gutters and Downspouts (if applicable)**

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.

### **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 to 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.

## Gutters and Downspouts (cont.)

### 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 the 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 found 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.

### 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. 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.

## Heating System

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

### Adjust Vents

Experiment with the adjustable registers in our home to establish the best hear flow for your lifestyle. Generally, hear can be diminished in seldom used or interior rooms. In a two-story home with one 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 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.

### 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, DR Horton will secure as needed during the first year of ownership.

## **Heating System (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 your draperies and furnishings, the home may seem cooler to you than you would expect.

### **Gas Odor**

If you smell gas, call the gas company immediately.

### **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.

### **Furnace Pilot**

The furnace is equipped with an 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.

### **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 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 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.

## Heating System (cont.)

### 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.

The breaker for the furnace blower is located in the breaker box on the exterior of the house near the electric meter.

### 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.

### Building Codes

Heating systems will be installed in accordance with local building codes, as well as engineering designs of the particular home/floor plans.

### Thermostats

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home any faster. Thermostats are calibrated to plus or minus 5°.

### Duct Placement

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

## Insulation

The effectiveness of blown insulation is diminished if it is uneven. After any work done in your attic (e.g., the installation of a television antenna) you should 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 (refer to the landscape Addendum)

### Additions

Prior to the installation of patio additions or other person improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition.

## **Landscaping (cont.)**

### **Backfill**

The foundation of your home is constructed beginning with an excavation into the earth. When the foundation is complete, the area surrounding it is backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your 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.

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.

### **Planning**

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

### **Requirements**

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

### **Soil Mix**

Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction. In areas with high clay content, it is advisable to prepare the soil before installing your grass. First cover the soil with two inches of sand and one inch of manure, which is usually treated and odorless. Rototill this into the soil to a depth of six inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn retain moisture and requires less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn derives minimal benefit from watering or rain. Apply appropriate fertilizer, weed and pest controls, etc., as needed for optimum growth. Investigate organic compounds for additional protection of the environment.

## Landscaping (cont.)

### 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 hydro mulch are not covered by any warranty and are the homeowner's sole responsibility to maintain.

### Drainage

Always maintain a proper slope away from your home to maintain efficient drainage.

## 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 very few 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. Exposure to some types of mold may cause varying health concerns but the most common types of mold are generally not hazardous.

Mold growth can be attributed to the following factors:

- Moisture – water leaks, high humidity
- Nutrients – cellulose-based materials
- Fungal spores – mold spores
- Temperature - 50°F to 75°F
- Time – mold growth can occur within 24 – 48 hours

## **Mold and Mildew (cont.)**

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

The following will 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 or open a window.
- When doing laundry turn on your vent fan or open a window.
- 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 Customer Service Department at 317-324-3691

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 DR Horton in a quick and timely manner so we can eliminate the spread of mold and to insure your investment and quality of life are not compromised/

## **Paint and Stain (see Homeowner Maintenance Schedule on pg. 35)**

### **Interior**

The interior woodwork has been painted with an oil or water-based 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 ups. It is recommended that you wait a minimum of thirty days prior to washing any enameled surface. Do not use soaps, abrasive cleaners, 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 suggest for your area and climate. The chemical structure of the paint used on the exterior is governed by the climactic conditions. Over a period of time, this finish will fade and dull a bit.

## Paint and Stain (cont.)

### Fading

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

### 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 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-ups, use a small brush and apply paint only to the damaged area. Touch-ups 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.

## Plumbing

Your main water shut-off is located 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.)**

### **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, mineral, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

### **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.

Allow the water to run a minimum of 15 seconds after shutting off the disposal.

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.

### **Freezing Pipes**

Pipes may freeze in extreme temperatures. Care should be taken to help protect exterior faucets by installing faucet covers during extreme temperatures. Exterior faucets are Frost Proof not Freeze Proof. Garage doors should be kept closed as much as possible to help protect lines that may run through this area from freezing temperatures.

## Plumbing (cont.)

### 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 sound 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 disposal unit. Examples of foods not to place in the disposal unit are corn husks, egg shells, 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 corrective measures.

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

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

Always verify that the disposal unit switch on the wall is in the “off” position before attempting a repair yourself.

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

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

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

### 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 contractor.

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 your Plumber as noted on your Contractor Emergency Contact List or email Customer Service at [www.drhorton.com/warranty](http://www.drhorton.com/warranty). If the leak cannot be isolated turn off the main water service to the home until the leak can be repaired.

## **Plumbing (cont.)**

### **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. 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. DR Horton does not warrant exterior faucets against freezing.

### **Porcelain**

Porcelain enamel can be damaged by a sharp blow from a heavy object. 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 splatters onto the porcelain enamel surfaces during redecorating. It should be wiped up immediately. If some spots dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

### **Running Toilets**

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

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

### **Stainless Steel**

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

## Plumbing (cont.)

### 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, 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. This results in a lower utility cost to you and an improvement to our environment.

Since these toilets use approximately 50% of the water that older, traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets 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.

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.

## Quartz Care and Maintenance

### Regular Cleaning

For every day cleaning use a soft sponge or dishcloth with warm water and a mild detergent.

# Quartz Care and Maintenance (cont.)

## Stains & Spills

For dried spills, a non-abrasive scrub pad can be used. Rinse thoroughly and wipe with a damp cloth to remove all residue.

For tough spots made by substances such as paint, gum, grease, or food, carefully use a razor blade to scrape away the residue prior to cleaning. The scraping may leave a grey metal mark on the surface and can easily be cleaned off using a recommended cleanser and non-abrasive pad. Buff with a damp cloth.

For stubborn spots or stains, apply a pad of soaked paper towels and approved cleanser to the area and allow it to sit for a few minutes. After, proceed with necessary cleaning methods and buffing.

## What Not to Use

Avoid contact with harsh chemicals or solvents, especially those containing trichloroethane or methylene chloride, found in car batteries, furniture strippers, oven cleaners, as well as bleach. These substances can cause permanent discoloration and surface damage. In the event any of these agents come in contact with the surface, wipe immediately, rinse with water, and then clean with vinegar-based cleaner.

Do not use abrasive and/or alkaline cleaning products, such as 3M Scotch Brite green or red scrub pads, as they can dull the surface.

There is no need to seal your quartz countertop. Sealers cannot penetrate the surface and will remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.

## Temperature Control

Quartz is highly heat resistant and is both durable and hard-wearing. Sudden or rapid change of temperature or sustained heating, especially near edges and cut-outs, may create enough thermal expansion energy to cause your countertop to crack. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

**The following are recommended bleach-free, non-abrasive commercial cleaners for the routine care and maintenance of your quartz surface:**

Simple Green® lime-scale remover  
Vinegar cleaner (diluted)  
Bar Keeper's Friend®  
Formula 409® Glass and Surface Cleaner  
Lysol®  
Greased Lightning®

## Roof

### Roof Penetrations

Should be inspected by a professional roofing contractor annually.

### Clean Gutter

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 the area that requires repair when the roof is dry. The homeowner is responsible to notify DR Horton or a roofing contractor of their choice to minimize damage from the leak

### 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 snow and rain may enter through vents. This is not a defect.

## Siding

### Caulking

All caulking shrinks and replacement is a homeowner's 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 3/8 of an inch. Siding, trim and masonry must be capable of excluding the elements. DR Horton will correct if necessary.

## Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

### Cleaning

Once every three months 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

DR 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.

## **Wallpaper**

Wallpaper will sometimes begin to peel. Be careful not to create this problem by showering without the use of an exhaust fan.

## **Water Heater**

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

### **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.

### **Drain Tank**

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

## Water Heater (cont.)

### 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.

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.

### 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 and “140 degrees” on electric 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.

## Windows, Screens, and Patio Doors

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

### Cleaning

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

## **Windows, Screens, and Patio Doors (cont.)**

### **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.

### **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 can bend if not handled with care.

### **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 and the temperature you maintain in your home.

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.



## Glossary of Terms

**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.

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

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

**BERM:** A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

**BUYER WALK 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 door frames.

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

**CIRCUIT BREAKERS:** Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever 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 homeowner’s association. Please refer to the Declaration of Restrictions.

**CONDENSATION:** The conversion of moisture in air to water, as on the warm room side of a cold wall or window.

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

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

**DECLARATION OF RESTRICTIONS:** See “Important Information” on Page 9 of this manual.

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

**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 naturally accumulates on 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 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.

**GFIC:** Abbreviation for Ground Fault Interrupt Circuit. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFIC's are usually located in the kitchen or the bathrooms. In the event of a short circuit, the GFIC 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.

**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 floor 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 our Home” section of this manual. This continuing maintenance is your responsibility.

**HOMEOWNERS ASSOCIATION:** See “Important Information” on Page 9 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.

**DR Horton LIMITED WARRANTY:** The one-year limited warranty made by DR Horton to you described in the “Warranty Procedures” section on Page 19 of this manual.

**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 brickwork on a home.

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

**MUNICIPAL UTILITY DISTRICT:** See “Important Information” on Page 9 of this manual.

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

**NEIGHBORHOOD ASSOCIATION:** See “Important Information” on Page 10 of this manual.

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

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

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

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

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

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

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

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

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

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

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

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

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

**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.





